

Workforce Hiring Trends:

Finding the Elusive Driver



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Workforce Shortages

- More than nine in ten public transit agencies (92 percent) stated that they are having difficulty hiring new employees.
- Bus operations positions are the most difficult to fill.



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Workforce Shortage Impact

- Nearly three-in-four transit agencies (71 percent) said that they have either had to cut service or delay service increases because of worker shortage issues.



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Staffing Crisis

- Hire/Keep: How to get applicants interested and how to keep existing staff?
 - Recruitment –
 - Retain and Recruit –
- Staffing Strategies:
 - Engage and ask
 - Second Chance Policy
 - Culture Change –
 - Pay change –
 - Training –
 - Reassign staff to increase support –
- Service – reduction of service levels



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Staffing Strategies

Implement a culture change. **Modify expectation of staff regarding seniority as related to schedules, leave, and overtime.**

The goal of this change is to continue rewarding our most senior staff, while also making the job attractive to newer employees.



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Workforce Shortage Reaction

- One-half of transit agencies (52 percent) have increased their starting pay in response to worker shortage issues.
- More than one-third of agencies (38 percent) have implemented sign-on bonuses, 39 percent have implemented referral bonuses, and 17 percent have implemented retention bonuses.



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Recruitment



MOUNTAIN LINE TRANSIT DRIVER

928-779-6624
www.mountainline.az.gov



UNIQUE OPPORTUNITY
Mountain Line's Transit Drivers are the company's ambassadors, reflecting our values and guiding principles, transporting customers in a safe and timely manner to their destination.

SALARY
Starting salary for this position is \$21.06 per hour. Depending on experience.

“ Mountain Line has given me the opportunity to take courses full-time and have that down time with my family. ”
– Rosie
Transit Driver


EMPLOYEE BENEFITS

- Paid vacation and sick time and 12 paid holidays
- Paid Wellness, Volunteer, and Anniversary days
- Medical, Dental, and Vision insurance
- Free bus passes for all employees and family/friends
- Access to a free employee health clinic
- Term Life and Accidental Death Insurance at no cost
- Employee Assistance Program
- Membership in the Arizona State Retirement System with Mountain Line matching employee contributions
- Additional opportunities for Short-Term Disability, Cancer, and Accident Insurance
- Discounts at Harkins Theatres, Verizon, T-Mobile, Dell
- Pet Insurance
- Electric Vehicle Charging Station

Read the full job description and apply on our website:
www.mountainline.az.gov/jobs

Make a difference in people's lives – connect them to the places they need to go.





MOUNTAIN LINE TRANSIT DRIVER

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ABOUT MOUNTAIN LINE
Mountain Line is the transit agency in northern Arizona operating bus service on nine routes and serving more than 2 million riders a year. The employees are at the heart of Mountain Line's mission of "Getting You Where You Want to Go."

Mountain Line's guiding principles include:

- Show initiative, imagination, and creativity
- Treat everyone with respect
- Collaborate to enhance service delivery
- Be trustworthy and dependable.


“ I really enjoy the people I work with. It feels like family. ”
– Rick
Transit Driver

A Career that Suits You

ARE YOU...

- Looking for a career with paid training and awesome benefits that supports the community
- Seeking an innovative, empowering, and collaborative culture
- Looking for a job with flexible schedules and hours that suit your lifestyle, whether you're a stay-at-home parent looking to pick up some hours, a retiree seeking additional income, a second job-seeker, or someone looking for a full-time meaningful career

You can make it a career or make it a job – we'll work with you to achieve your goals.





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Recruitment

- A new recruitment video was crafted for sharing with future CCC classes. We will use this as a basis for other advertising videos.
 - Two students from CCC's CDL training class have been hired and have started already.
- We worked with Arizona Snowbowl to introduce a ski pass as a new benefit for drivers.
- We are hosting our first job fair: Mountain Line Job Fair Radio Spot



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Work Force Trend

<u>Position</u>	<u>Total Recruitment</u>	<u>Total Applicants*</u>	<u>Hired</u>	<u>Offer Declined</u>
Operator	5	20	7	1
Operator Trainee	5	21	10	1
Operator Trainee VHE	1	1	0	0
	11	42	17	2
COUNT				

**Unduplicated*

REFERRAL SOURCES

Craigslist	2
Facebook	2
Goodwill	2
Indeed	13
Internal Employee	4
ML Job Fair	2
Transit Talent	1
Website	12

Average Time to Fill: 45 days
 Total Hired, Still Working: 14
 % Hired, Still Employed: 82%



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Retain and Recruit

- October – introduced an across the Board wage change
- By the numbers:
 - 5 staff retained
 - Dozen applications received
 - 8 new staff hired



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Staffing Strategies

- 5 staff are trained to perform as Operations Supervisors and 8 Operations Supervisors are working as Transit Drivers as part of the effort to reduce overtime demand and prevent burnout.
- We have developed a Second Chance hiring policy and modified our Termination policy to allow for and encourage the rehire of staff that left without notice or for other minor concerns .



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Service

Typically, for each reduction on a Route, by one bus for an entire day, about 15 hours of staff time is saved (2 drivers).

We anticipate a reduction in ridership is possible due to the lack of frequency and convenience the lower level of service has.



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Service

Route 10 M-F 4 buses 8am-6pm, 2 buses off-peak
Implemented

Route 10 Fri 3 buses 10am-2pm, 2 buses all other times
has 35% less trips than M-Th, supports peak 10am-

Friday
2pm ridership

Route 10 M-Th 4 buses peak 9am-4pm, 2 buses all other times
Support Monday-Thursday peak ridership during 9am-4pm



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What's Next?



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