



**Massachusetts Bay
Transportation Authority**

MBTA HR Update

July 14, 2022

Overview

- OCC Hiring Effort
- FY22 Safety Vacancies Update
- HR Safety Hiring Initiatives



MBTA Hiring Update on OCC Hiring

One of the four (4) FTA Directives for the MBTA address the Operations Control Center. HR has been tasked to work with Operations and Labor to address the identified staffing needs

Update on Heavy Rail Dispatcher Recruitment as of 7/12/2022

Total Applications	Did Not Meet MERS	Under Review	Met MERS	Interviews Scheduled	Interviews Completed	Candidate Selected	Pre-Employment	Scheduled Start 7/27	Started
87	65	4	22	8	8	5	0	1	4

Parameters about this role

- Internal Job Posting based on qualifications and years of experience
- Candidates are being interviewed and hired on a rolling-basis
- Target: 15 candidates

Process

- Candidates, which are internal, required to apply
- HR Recruiter screens for Minimum Entry Requirements (MERS)
- Operations Supervisor evaluates eligible candidates
- Operations Supervisors interviews candidates
- Successful candidates sent to OHS clinic for necessary testing & physical as applicable.
- Employee begins min ten (10) weeks of training



Heavy Rail & Dispatch Focused Efforts

Working to promote and attract internal candidates to the Dispatcher role

- ❑ Now hiring direct into permanent role, pivot from developing spare lists
- ❑ Expanded the feeder pool of eligible positions (spare inspectors, heavy rail motorpersons) to include staff in light rail dispatch positions
- ❑ Offering \$10K hiring bonus
- ❑ Utilizing current employees in role as ambassadors for the position through employee focus groups
- ❑ Internal marketing/recruitment campaign
 - Open House events, flyers, staff outreach, T Stop ads
- ❑ Retiree recruitment effort underway.
 - Limited interest, currently in union negotiations



Heavy Rail & Dispatch Focused Marketing & Outreach

Join the Team that moves People

Heavy Rail Dispatcher's Move the T and your colleagues want you on their team. The T is hiring for **permanent Heavy Rail Dispatchers**, *not a spare*.

Dispatchers are the people who give trains their orders. They are the people responsible for ensuring trains move safely and efficiently across our network.

Learn more about Dispatcher hiring opportunities, including signing bonuses, at a Heavy Rail Dispatcher Open House.



Wednesday, June 22, 2022
Operations Control Center
45 High Street
6th Floor Conference Room
12:00 pm – 1:00 pm

RSVP TODAY

Operations Control Center

Where we need you the most.



Safety Current Headcount

Department	FY' 22 Budgeted Headcount	*Current Headcount	5/30 Vacancies	6/30 Vacancies	Monthly Change
Transit Facilities Maintenance	239	198	44	41	-3
Power Systems Maintenance	267	223	46	44	-2
Heavy Rail	562	545	16	17	1
Rail Maintenance	417	377	44	40	-4
Bus Transportation *	1,995	1,743	238	252	14
Maintenance of Way	317	278	38	39	1
Signals & Communications	189	169	20	20	0
System Safety	50	40	6	10	4
Light Rail	649	626	20	23	3
COO Staff	11	10	1	1	0
Bus Maintenance	421	352	65	69	4
Security Department	12	6	6	6	0
OCC & Training	169	150	24	19	-5
Engineering Department-OCE	15	10	5	5	0
General Manager	25	21	4	4	0
Operations Analysis	47	38	9	9	0
Total	5,385	4,786	586	599	13

*As of 06/30/2022

Draft for Discussion & Policy Purposes Only



Prioritizing & Expanding Safety Hiring

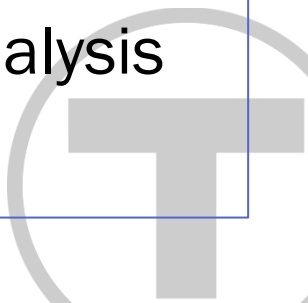
The MBTA is looking to continue to capitalize on the effort and momentum created in FY22 by re-designing the recruiting structures and developing aggressive hiring goals for FY23 that prioritize safety positions.

FY22 Activities

- Streamlining hiring cycle times
- Modernizing and digitizing steps in hiring process
- Increasing marketing and outreach to address challenging labor market
- Restructuring recruiting team and adding capacity

FY23 Activities

- Setting aggressive, data-driven monthly hiring prioritizing safety positions
- Identifying additional support staff needed to expand capacity to fill vacancies - including but not limited to
 - HR, OHS and Training
 - HR planning to add approx 15 positions
- Incorporating current and projected FTA directives into analysis and planning



Appendix



HR Staffing Detail

Sixteen (15) additional positions

Compensation Analyst (3)

Deputy Director Recruitment Strategy & Analytics

External Engagement Specialist

HR Coordinators (3)

HR Recruiters (3)

HR Generalists (2)

Marketing Specialist

Senior PMO Analyst

SHRM HR Organization Model: 1 HR employee per 100 headcount

