



# Human Resources

HIRING

November 3, 2022



# MBTA OCC Heavy Rail Dispatcher Recruitment as of 10/26/2022

HR and OCC Team conducting weekly in station recruitment from 10/04- 11/29

Total Applications	Did Not Meet MERS	Met MERS	Pending Supervisor Eval	Interviews to be Scheduled	Interviews Scheduled	Interviews Completed	Candidates Selected for Hire	Pre-Employment	Hired & Started Training	Pending Training Availability
191	151	40	2	0	0	26	13	0	10	1

## Notes:

- 2 of 4 candidates interviewed week of 10/17 were selected for hire
  - 1 candidate starting on 10/31
  - 1 candidate declined due to personal reasons
- 2 candidates pending Supervisor Evaluation
- Completed Open Houses on 10/04 at Braintree, 10/11 at Orient Heights, 10/18 at Forest Hills, and 10/25 at Ashmont
- Next Open House on 11/1 at Alewife
- On-going weekly open houses thru 11/29

## \*Returnees:

- 4 working dispatching role as of 10/25
- 1 working as OCC Supervisor

## \*Retirees

- 3 working dispatching role as of 10/25
- 3 expressed interest in role but not committed as of 10/25



# HR Update: Bus Operators

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## Providing Commercial Driver's License Permit Training

- Incorporating CDP extended training by 2 weeks for a total of a 10-week training program
- Pilot program:
  - First pilot class of 38 operators started 10-week training program October 24, 2022, and will finish on January 6, 2023
  - Second pilot class will be from January 9, 2023- February 24, 2023
- Thank you to the RMV for continued partnership on the CDP Initiative



# MBTA Recruitment and External Engagement

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- MBTA Employment Fair October 13, 2022
  - Great collaboration with the City of Boston and local radio stations
  - All individuals that provided an application or resume were entered into the applicant tracking system, contacted via email, encouraged to create a job interest card, and apply for open positions
- Partnered with Community Engagement Office to attend Quincy College Career Fair and Boston Public Highschool STEM Fair
- Partnered with MassHire to secure space once a month to assist candidates with the application process
  - Presentation to 100+ MassHire Field Representatives November 2 and ~ 20 District Representatives November 3
  - MassHire Virtual Career Fair November 14 & 15
- Chelsea Public Schools: Highschool and College Career Fair on November 18



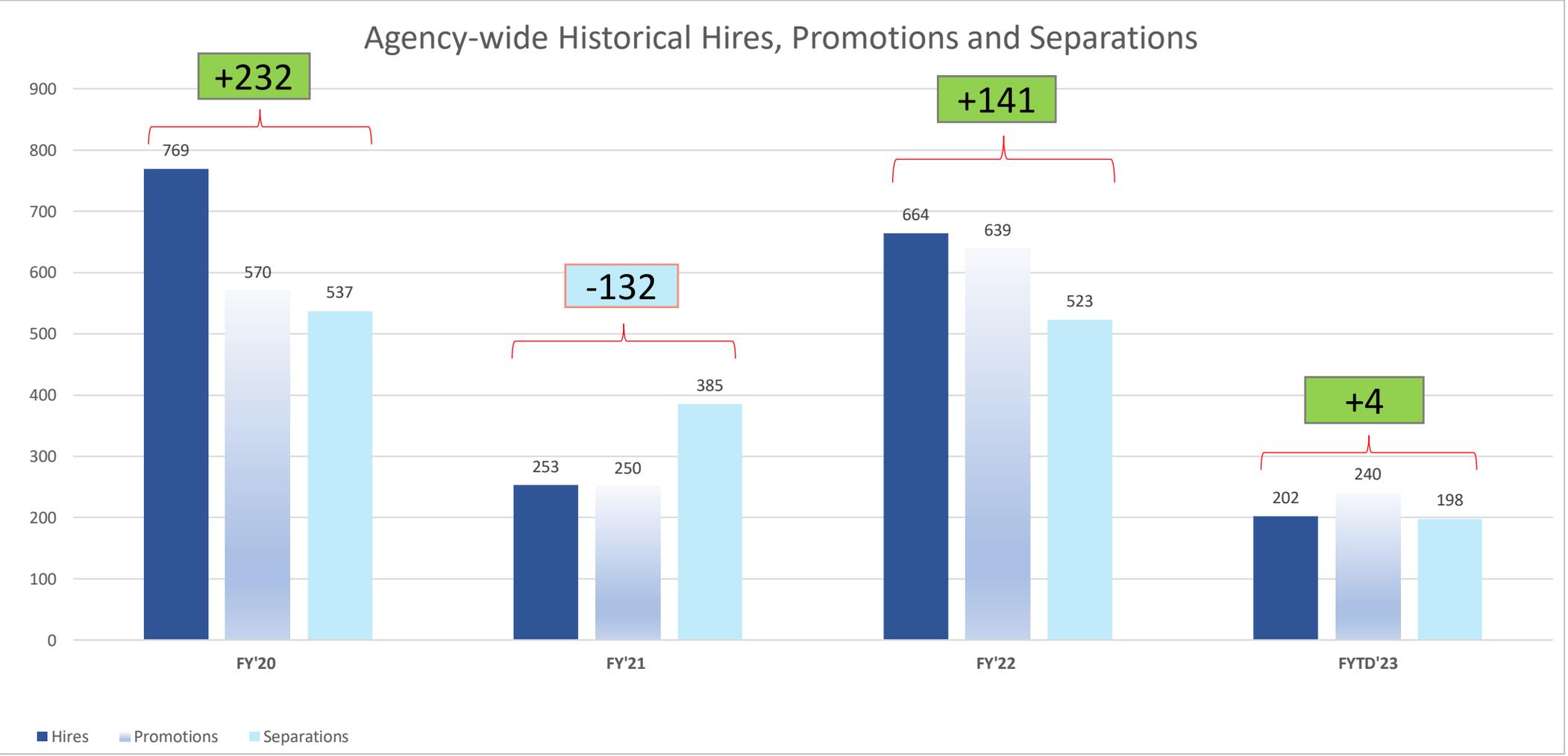
# FY20 - FY23 Agency-wide Hiring Actuals

As of: 10/20/2022

Agency-wide Historical Hires, Promotions and Separations

Net Headcount Increase  
(Hires – Separations)

Negative  
Positive



**\*\*Promotions do not increase headcount but require a significant effort from HR Staffing\*\***



# HR Update: FY23 Q1 & Q2 Hiring Activity

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- 222 open requests actively being recruited accounting for 535 positions
- 171 new requisitions created accounting for 313 positions
- 202 Hires and 240 Promotions for a total of 442 transactions

\*Excluding ongoing programmed hiring



# APPENDIX



# MBTA OCC Heavy Rail Dispatcher Recruitment as of 10/06/2022

HR and OCC Team conducting weekly in station recruitment from 10/04- 11/29

Total Applications	Did Not Meet MERS	Met MERS	Pending Supervisor Eval	Interviews to be Scheduled	Interviews Scheduled	Interviews Completed	Candidates Selected	Pre-Employment	Hired & Started Training	Pending Training Availability
175	139	36	0	3	0	22	12	0	10	0

## Notes:

- 1 new hire pushed back training due to bereavement
- 3 candidates pending interviews
- Conducted Open House on 10/04 at Braintree
- Next Open House on 10/11 at Orient Heights
- On-going weekly open houses thru 11/29

## \*Returnees:

- 3 working dispatching role as of 9/18
- 1 working as OCC Supervisor

## \*Retirees

- 3 executed
  - 1 started training on 9/27
  - 1 started training on 9/29
  - 1 scheduled to start dispatching on 10/9

\*Not included in recruitment funnel



# HR Update: Bus Operators

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- Providing Commercial Driver's License Permit Training
  - Pilot program: First class starting October 24, 2022
  - Increased candidate pool and attractiveness of position
  - Hiring consecutively to maintain flexibility to adjust training curriculum based on findings from pilot



# Recruitment Update: Safety Prioritization & FY23 Hiring Plan

## Safety Prioritization Framework

Provides a baseline prioritization of each budgeted position based on safety and operational impact

- Each MBTA position evaluated across 5 criteria:
  - Involvement in FTA CAP implementation
  - Inclusion in identified safety program
  - Current vacancy rate
  - Operational impact
  - Criticality to promotion pipeline (feeder pools)
- Allows for prioritization across departments/roles

Role Priority	Vacancies
Critical	106
High	378
Medium	550
Low	636

484\* Critical/High Priority Vacancies

\*SMI CAPs likely to require additional critical/high priority positions

## FY23 Hiring Plan

Centralized hiring schedule to align priorities and enable proactive hiring activity

- Hiring schedule based on Safety Prioritization
  - Prioritized schedule adjusted for sequencing dependencies and throughput constraints
- A **metric-based hiring capacity plan** for HR to identify monthly targets and necessary staffing levels in HR.
- With additional HR staffing resources, the capacity is being ramped up to process up to 174 hires per month, which is ~ **50% increase**.
- Regular hiring plan review/partnership meetings with Dept. Heads to monitor progress and address blockages in real time
- Hiring progress reviewed with Executive Staff to drive accountability

# Safety Current Headcount

Department	FY' 23 Budgeted Headcount	*Current Headcount	8/31 Vacancies	9/27 Vacancies	Monthly Change
Transit Facilities Maintenance	268	205	62	63	-1
Power Systems Maintenance	278	226	51	52	-1
Heavy Rail	615	530	77	85	-8
Rail Maintenance	464	376	88	88	0
Bus Transportation	2,071	1,721	349	350	-1
Maintenance of Way	278	278	53	53	0
Signals & Communications	199	167	31	32	-1
System Safety	57	35	20	22	-2
Light Rail	668	633	50	35	15
COO Staff	22	10	12	12	0
Bus Maintenance	423	344	82	79	3
Security Department	16	6	10	10	0
OCC & Training	171	167	12	19	-7
Engineering Department-OCE	30	9	21	21	0
General Manager	30	24	7	8	-1
Operations Analysis	51	37	12	14	-2
<b>Total</b>	<b>5,641</b>	<b>4,768</b>	<b>937</b>	<b>943</b>	<b>-6</b>

# MBTA Employment Fair

- Partnered with the City of Boston
- Boston City Hall Plaza
- October 13, 2022
- MBTA Recruiting for all positions
- Food Trucks & Radio Personalities

**Save the Date** 

**MBTA Career Fair**

at Boston City Hall Plaza  
Thursday, October 13  
10am - 2pm

For more information  




- Accounting & Finance
- Labor & Trades
- Information Technology
- Environmental Services
- Engineering
- Drivers, Operators and Motorpersons
- Office and Administrative Support
- Legal
- Safety
- Occupational Health
- and many more



# FY20 - FY23 Agency-wide Hiring Actuals

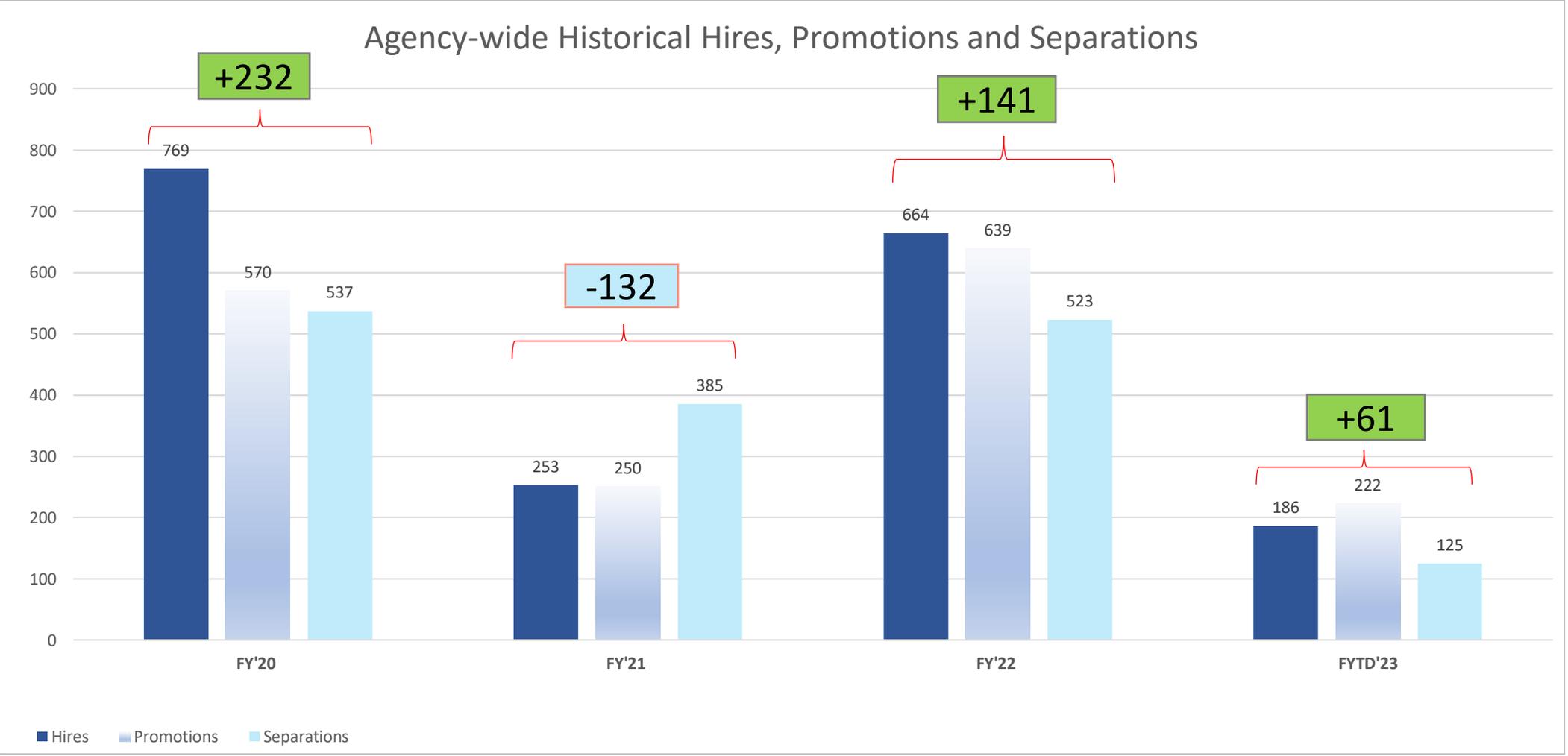
As of: 09/29/2022

Agency-wide Historical Hires, Promotions and Separations

Net Headcount Increase  
(Hires – Separations)

Negative

Positive



**\*\*Promotions do not increase headcount but require a significant effort from HR Staffing\*\***



# HR Update: Q1 Hiring Activity

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- 231 open requisitions actively being recruited accounting for 667 positions/vacancies
- 186 Hires and 222 Promotions for a total of 408 transactions
- 3 Safety Critical Hires and 22 Safety High Priority Hires

