## 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

<table>
<thead>
<tr>
<th>Total Applications</th>
<th>Did Not Meet MERS</th>
<th>Met MERS</th>
<th>Pending Supervisor Eval</th>
<th>Interviews to be Scheduled</th>
<th>Interviews Scheduled</th>
<th>Interviews Completed</th>
<th>Candidates Selected for Hire</th>
<th>Pre-Employment</th>
<th>Hired &amp; Started Training</th>
<th>Pending Training Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>191</td>
<td>151</td>
<td>40</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>26</td>
<td>13</td>
<td>0</td>
<td>10</td>
<td>1</td>
</tr>
</tbody>
</table>

### 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

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

- 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

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

Agency-wide Historical Hires, Promotions and Separations

<table>
<thead>
<tr>
<th></th>
<th>FY'20</th>
<th>FY'21</th>
<th>FY'22</th>
<th>FYTD'23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hires</td>
<td>769</td>
<td>570</td>
<td>664</td>
<td>202</td>
</tr>
<tr>
<td>Promotions</td>
<td>537</td>
<td>385</td>
<td>639</td>
<td>240</td>
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<tr>
<td>Separations</td>
<td>253</td>
<td>250</td>
<td>523</td>
<td>198</td>
</tr>
</tbody>
</table>

Net Headcount Increase
(Hires – Separations)

- **Negative**
- **Positive**

As of: 10/20/2022
HR Update: FY23 Q1 & Q2 Hiring Activity

- 222 open requisitions 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

<table>
<thead>
<tr>
<th></th>
<th>Total Applications</th>
<th>Did Not Meet MERS</th>
<th>Met MERS</th>
<th>Pending Supervisor Eval</th>
<th>Interviews to be Scheduled</th>
<th>Interviews Scheduled</th>
<th>Interviews Completed</th>
<th>Candidates Selected</th>
<th>Pre-Employment</th>
<th>Hired &amp; Started Training</th>
<th>Pending Training Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>175</td>
<td>139</td>
<td>36</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>22</td>
<td>12</td>
<td>0</td>
<td>10</td>
<td>0</td>
</tr>
</tbody>
</table>

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

- 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

<table>
<thead>
<tr>
<th>Role Priority</th>
<th>Vacancies</th>
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<tbody>
<tr>
<td>Critical</td>
<td>106</td>
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<tr>
<td>High</td>
<td>378</td>
</tr>
<tr>
<td>Medium</td>
<td>550</td>
</tr>
<tr>
<td>Low</td>
<td>636</td>
</tr>
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</table>

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

<table>
<thead>
<tr>
<th>Department</th>
<th>FY’ 23 Budgeted Headcount</th>
<th>*Current Headcount</th>
<th>8/31 Vacancies</th>
<th>9/27 Vacancies</th>
<th>Monthly Change</th>
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<tbody>
<tr>
<td>Transit Facilities Maintenance</td>
<td>268</td>
<td>205</td>
<td>62</td>
<td>63</td>
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<tr>
<td>Power Systems Maintenance</td>
<td>278</td>
<td>226</td>
<td>51</td>
<td>52</td>
<td>-1</td>
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<tr>
<td>Heavy Rail</td>
<td>615</td>
<td>530</td>
<td>77</td>
<td>85</td>
<td>-8</td>
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<tr>
<td>Rail Maintenance</td>
<td>464</td>
<td>376</td>
<td>88</td>
<td>88</td>
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<tr>
<td>Bus Transportation</td>
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<td>1,721</td>
<td>349</td>
<td>350</td>
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<td>Maintenance of Way</td>
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<td>Signals &amp; Communications</td>
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<td>35</td>
<td>20</td>
<td>22</td>
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<tr>
<td>Light Rail</td>
<td>668</td>
<td>633</td>
<td>50</td>
<td>35</td>
<td>15</td>
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<tr>
<td>COO Staff</td>
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<td>12</td>
<td>12</td>
<td>0</td>
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<tr>
<td>Bus Maintenance</td>
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<td>82</td>
<td>79</td>
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<td>Security Department</td>
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<td>OCC &amp; Training</td>
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<td>167</td>
<td>12</td>
<td>19</td>
<td>-7</td>
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<tr>
<td>Engineering Department-OCE</td>
<td>30</td>
<td>9</td>
<td>21</td>
<td>21</td>
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<tr>
<td>General Manager</td>
<td>30</td>
<td>24</td>
<td>7</td>
<td>8</td>
<td>-1</td>
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<tr>
<td>Operations Analysis</td>
<td>51</td>
<td>37</td>
<td>12</td>
<td>14</td>
<td>-2</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>5,641</strong></td>
<td><strong>4,768</strong></td>
<td><strong>937</strong></td>
<td><strong>943</strong></td>
<td><strong>-6</strong></td>
</tr>
</tbody>
</table>

*As of 09/27/2022
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
FY20 - FY23 Agency-wide Hiring Actuals

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

### Agency-wide Historical Hires, Promotions and Separations

<table>
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<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Hires</td>
<td>769</td>
<td>253</td>
<td>664</td>
<td>186</td>
</tr>
<tr>
<td>Promotions</td>
<td>570</td>
<td>250</td>
<td>639</td>
<td>222</td>
</tr>
<tr>
<td>Separations</td>
<td>537</td>
<td>385</td>
<td>523</td>
<td>125</td>
</tr>
</tbody>
</table>

As of: 09/29/2022

**Net Headcount Increase**

(Hires – Separations)

- **Negative**: 132
- **Positive**: 61
HR Update: Q1 Hiring Activity

• 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