



Human Resources

HIRING

February 9, 2023



MBTA OCC Heavy Rail Dispatcher Recruitment as of 01/26/2023

HR and OCC Team conducted Q&A on January 26, coffee hours in February, and will commence open houses starting in March

Total Applications	Did Not Meet MERS	Met MERS	Pending Supervisor Eval	Interviews to be Scheduled	Interviews Completed	Candidates Selected for Hire	Hired & Started	Pending Start Date/Training Availability	Pre-Employment
237	190	47	0	0	31	17	14	0	0

Notes

- Ongoing direct calls to eligible team members promoting coffee hours/open houses and encouraging applications
- \$10,000 sign on bonus extended until June 30, 2023
 - Targeting two additional full-time dispatchers and five spare dispatchers



HR Update: Bus Operators

As of: 01/25/2023

- Commercial Driver's License Permit (CDP) Training Program
 - January Class Update (Pilot #2 for CDL Permit training)
 - Two weeks of CDP, paid training by MBTA in advance of 8-week CDL training program
 - 63 candidates cleared and enrolled for January class
 - 42 candidates required CDP
 - 13 started training and 12 passed: 92% pass rate
 - 21 candidates with CDP enrolled to start operator training January 23
 - Current class size as of January 25: 37
 - Training program complete: March 17, 2023
 - ❖ New Initiative with Pilot #2: Advanced Engagement
 - New Hire Package Pick Up & Meet & Greet
 - In person event on the Friday to start of training
 - Receive Group Insurance Commission (GIC) benefits information
 - Complete I-9
 - Bring CDL permit or CDL license
- Next Bus Operator class begins March 6



HR Update: Bus Operators

As of: 01/25/2023



Now hiring Bus Operators

- ▶ Up to \$4,500 sign-on bonus
- ▶ New hires start at \$22/hour
- ▶ Paid Commercial Driver's License (CDL) training
- ▶ Health insurance
- ▶ Paid vacation and sick time
- ▶ \$10,000 annual tuition reimbursement
- ▶ Retirement plan

 [mbta.com/apply](https://www.mbta.com/apply)



January 2022 class by the numbers

Applications: 302

Hired: 35

January 2023 class by the numbers

Applications: 657

Hired: 63

Budgeted Headcount: 1,823

Active Headcount: 1,474

Vacancies: 349

Now accepting
applications



Transit Police Department (TPD)

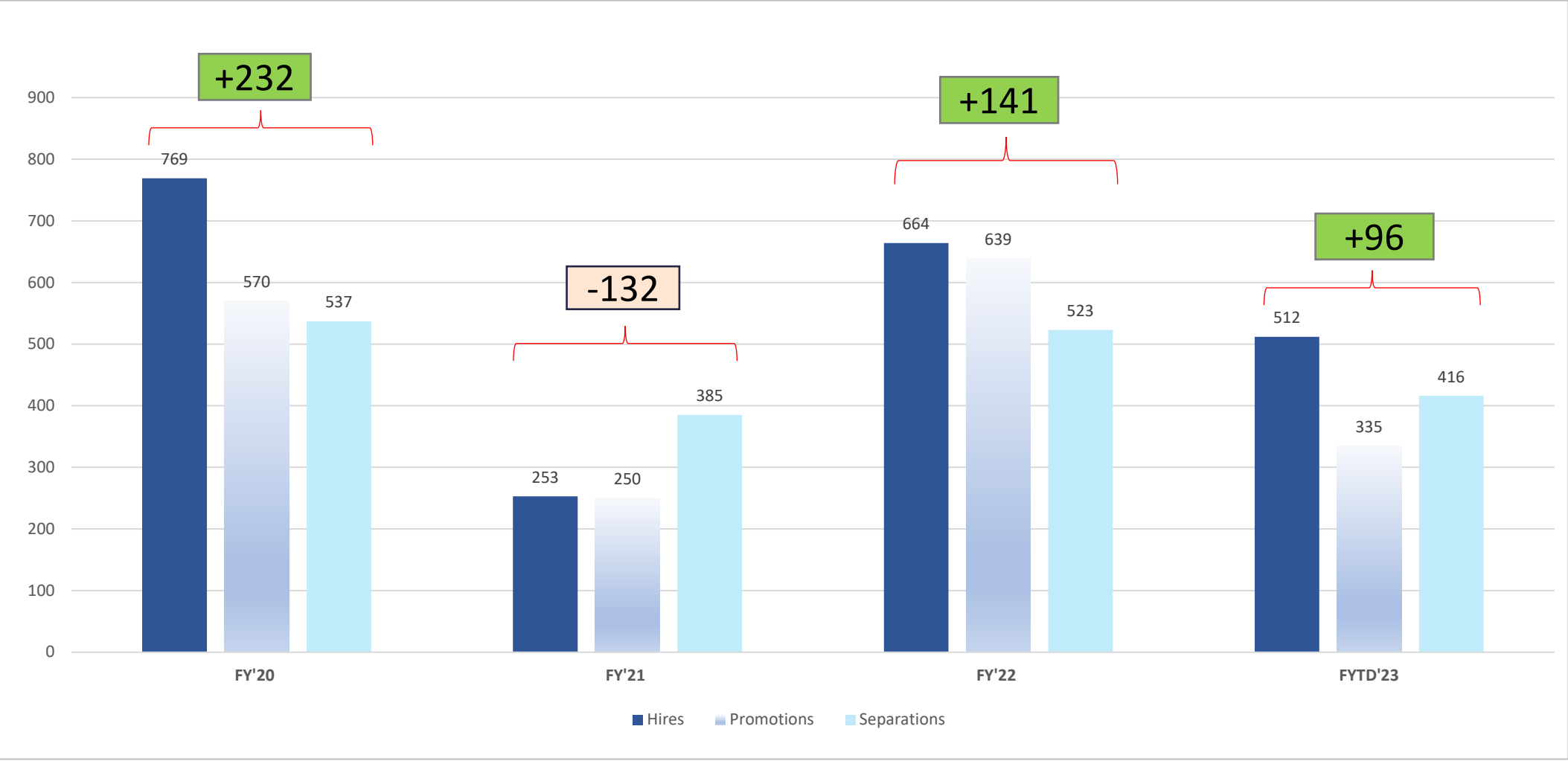
As of: 01/25/2023

- 18 officers graduating from the MBTA Transit Policy Academy on February 1
- 25-30 new hires starting the Academy on February 21
- Two Academy's held per year, each session is 26 weeks long



FY20 - FY23 Authority-wide Hiring Actuals

As of: 01/25/2023



Net Headcount Increase
(Hires – Separations)

Negative

Positive

****Promotions now include selection process internal hires only****



HR Update: FY23 Hiring

As of: 01/25/2023

- 259 Total Requisitions actively being recruited
 - Accounting for 594 positions excluding Programmed Hiring and 923 positions including Programmed Hiring

- Hiring Activity:
 - 512 Hires and 335 *Promotions for a total of 847 transactions
 - 416 Separations
 - 186 Retirements
 - 164 Voluntary Separations
 - 66 Involuntary Separations

** Promotions include selection process internal hires only*



Initiatives to Reach Aggregated Targets of the 2023 Hiring Plan

- Centralized hiring schedule to align priorities and enable proactive hiring activity
- Created a roadmap and methodology to prioritize hiring
- Prioritization considered department key positions, timing, staffing capacity, and feeder pools
- Expanded staffing team to handle projected workload
- Deployed HRBPs to engage with the areas for ongoing alignment
- Coordinating and collaborating with stakeholders on a weekly basis
- Aligning department labor models with authority wide hiring plan



Results to Date | Improved Hiring Volume

July 2022-January 2023 Goal: 1,218
Fiscal Year To Date: 793
65% to goal

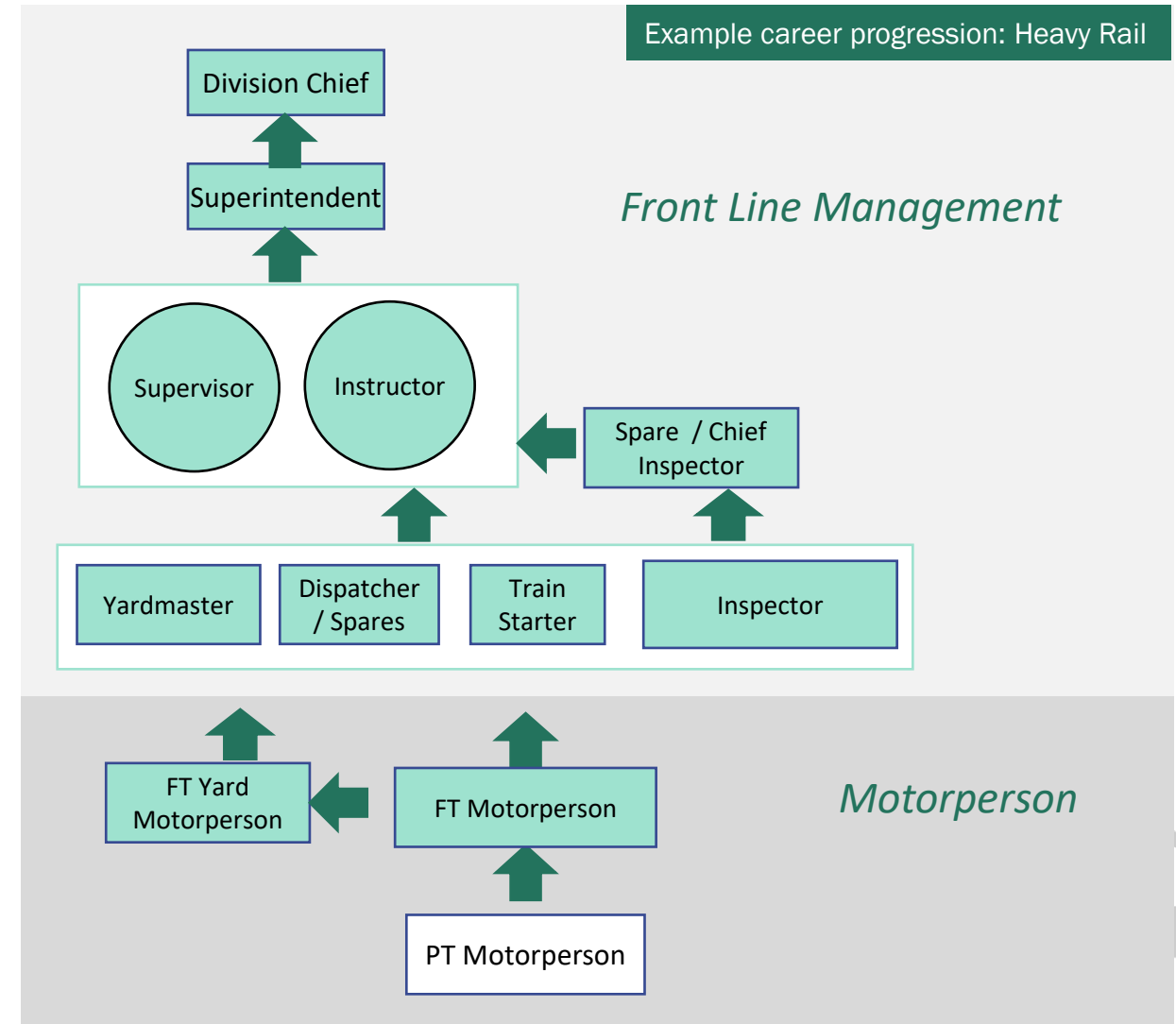
Fiscal Year Comparison
Q1 & Q2 2022: 344
Q1 & Q2 2023: 676
97% increase

- To date, HR recruitment and hiring efforts have enabled the MBTA to double our previous year's volume, marking a significant achievement in overall **HR capacity and output**
- This accomplishment further demonstrates that the MBTA has an incredibly dynamic business model that requires frequent review as a significant number of hires are internal transfers that do not directly impact overall agency headcount.
- In order to achieve increased headcount levels, the agency must focus on key feeder pools and training capacity to ensure a sufficient pipeline of eligible candidates for critical positions

As of 01/23/2023

Filling vacancies in the MBTA is a combination of hiring and promotion

- The MBTA has ~7 basic feeder pools which supply a large part of the workforce:
 - Bus operators
 - Heavy rail motorperson
 - Light rail motorperson
 - Service techs
 - Track laborer
 - Fuelers
 - Rail repairers
- As a result, filling vacancies often means promoting someone along the career progression
- Important to supply a continuous candidate pool into the feeder pools AND to ensure appropriate training/planning towards more senior roles



APPENDIX



TPD Recruitment & Retention Strategy

Efforts

- \$3,500 Academy Voucher for training of new Cadets
- Sign-On Bonus for Cadets
 - \$2,250 Sign-On Bonus Paid upon graduation from Academy
 - \$2,250 Paid at 1-Year Employment Anniversary
- Improve the three (3) year progression to the top rate of pay.
- Improve Patrol Officer entry rate \$52,811-64,812

Results

- Two 26 week Academy classes held per year
- New hires now achieve top rate of pay upon completion of the Academy making the Transit Police Officer role more desirable from a recruitment perspective.
- Entry Rate for Patrol Officers improved to \$81,826-\$99,889
- 18 officers graduated from the MBTA Transit Police Academy on February 1
- 25-30 new Cadets starting the Academy on February 21

Patrol Wage Table Effective July 1, 2022

	Hourly Rate (2080 Hrs.)	Base Salary Annual	Firing Range	Uniform	Total Annual Salary
Base	\$38.60	\$80,288.00	\$500.00	\$1,000.00	\$81,826.60
Assoc	\$42.07	\$87,505.60	\$500.00	\$1,000.00	\$89,047.67
BA	\$45.36	\$94,348.80	\$500.00	\$1,000.00	\$95,894.16
MA	\$47.28	\$98,342.40	\$500.00	\$1,000.00	\$99,889.68
TCAP	\$39.56	\$82,284.80	\$500.00	\$1,000.00	\$83,824.36



MBTA OCC Heavy Rail Dispatcher Recruitment as of 01/10/2023

HR and OCC Team will conduct coffee hours in January and February and commence open houses starting in March

Total Applications	Did Not Meet MERS	Met MERS	Pending Supervisor Eval	Interviews to be Scheduled	Interviews Completed	Candidates Selected for Hire	Hired & Started	Pending Start Date/Training Availability	Pre-Employment
229	182	47	0	1	31	17	13	0	1

Notes

- Completed Open Houses on 10/04 at Braintree, 10/11 at Orient Heights, 10/18 at Forest Hills, 10/25 at Ashmont, 11/1 at Alewife, 11/8 at Wonderland, and 11/15 at Wellington
- Direct calls to eligible team members, ongoing:
 - Promoting coffee hours/open houses and encouraging applications
- \$10,000 sign on bonus extended until March 31, 2023
 - Targeting one additional full-time dispatchers and five spare dispatchers



HR Update: Bus Operators

As of: 01/11/2023

Providing Commercial Driver's License Permit (CDP) Training Pilot Class #2

- 63 candidates ready to hire for Pilot Class #2
 - 42 ready to start two-week CDP training January 9
 - 21 have CDP and will start operator training January 23
 - Current class size as of 1/11/2023: 51
- Training ends March 17, 2023

Providing Commercial Driver's License Permit (CDP) Training Pilot Class #1

- 38 new hires started on October 24, 2022
- 27 employees in current class
 - 11 new hires dropped out (3 after first day, 1 after second day, 4 failed second permit attempt, 2 failed CDL test twice, and 1 terminated for attendance)



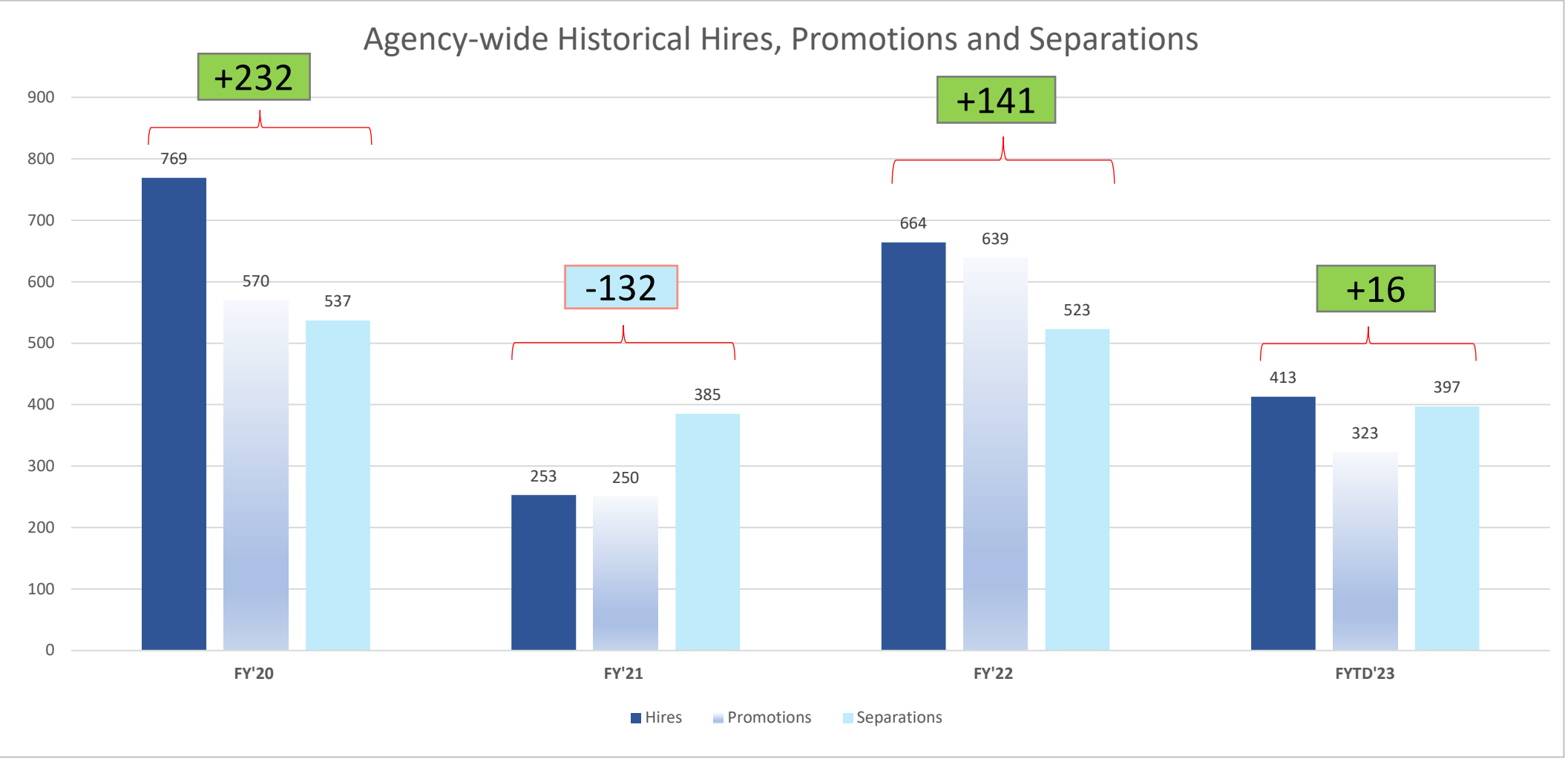
FY20 - FY23 Agency-wide Hiring Actuals

As of: 01/11/2023

Agency-wide Historical Hires, Promotions and Separations

Net Headcount Increase
(Hires – Separations)

Negative
Positive



****Promotions now include selection process internal hires only****



HR Update: FY23 Q1 & Q2 Hiring Activity

As of: 01/11/2023

- 259 Total Requisitions actively being recruited
 - Accounting for 593 positions excluding Programmed Hiring and 877 positions including Programmed Hiring
- Update as of 01/19/2023:
 - 421 Hires and 335 *Promotions for a total of 756 transactions
 - 399 Separations
 - 186 Retirements
 - 157 Voluntary Separations
 - 56 Involuntary Separations

** Promotions now include selection process internal hires only*

