



Human Resources

HIRING

March 9, 2023



MBTA OCC Heavy Rail Dispatcher Recruitment as of 02/28/2023

HR and OCC Team conducted Q&A in January, 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	*Declined Offer	Pre-Employment	Pending Start Date/Training Availability	Hired & Started
249	200	49	0	0	33	19	3	0	1	15

Notes

- One candidate scheduled to start training on Monday 3/6
- “What it’s like Wednesdays” available from 10 AM- 2 PM and 7 PM- 11 PM for current staff to visit OCC and get a preview of the position
- \$10,000 sign on bonus extended until June 30, 2023 (anticipated to be further extended as needed)
- Ongoing direct calls to eligible team members promoting coffee hours/open houses and encouraging applications
- Targeting two additional full-time dispatchers and five spare dispatchers
- * Over the course of this effort, two candidates declined offer and one withdrew application



Overall MBTA Recruitment and External Engagement

The HR Staffing Team continues to participate in a wide range of employment fairs across the region, has onboarded an External Engagement Specialist to create a direct point of contact for external partners and in 2023 is working to further mature the Agency's Outreach Strategy through the increased use of key data and metrics to drive more targeted outreach and engagement.

Join the MBTA

Mass Hire is hosting
A VIRTUAL HIRING EVENT
FEBRUARY 16, 2023 at 10AM

To Register:
CLICK HERE **SCAN HERE**

Learn about open positions, benefits,
how to apply and more!

Services are provided for people living with disabilities with adaptive equipment upon request. Mass Hire programs and services are funded in full by US Department of Labor (USDOL) Employment and Training Administration grants. Additional information furnished upon request.



MassHire Boston Career Center
1010 Harrison Ave, Boston, MA.

MBTA recruiters are available
to discuss employment
opportunities and apply on-site
for open positions.

Find us here the first
Wednesday of every month!



Learn more and apply now
at mbta.com/careers

We've got opportunities.

Future MBTA dates;

- **November 2, 2022**
10:00am - 2:00pm
- **December 7, 2022**
10:00am - 2:00pm
- **January 4, 2023**
10:00am - 2:00pm
- **February 1, 2023**
10:00am - 2:00pm
- **March 1, 2023**
10:00am - 2:00pm
- **April 5, 2023**
10:00am - 2:00pm

**Government & Public Sector
Job Fair**

Wednesday, March 8, 2023 • 11:00 a.m. - 1:00 p.m.
795 Massachusetts Avenue, Cambridge, MA 02139

Featured Employers

- City of Cambridge
- City of Somerville
- Commonwealth of Massachusetts
- Massport
- MBTA
- United States Postal Service

Positions include office, customer service, labor, transportation, child care and more!

Resume & Application Support for Cambridge residents only

The Cambridge Employment Program is offering resume and application support for Cambridge residents.

In person and on Zoom

Scan this QR code to schedule an appointment before the job fair.

Place the job fair to open on the table, but this is reserved for Cambridge residents only.

Questions?
Contact: 617-768-0215 or hr@cmbrmbta.gov



HR Update: Bus Operators

As of: 02/23/2023

Budgeted Headcount: 1,823 Active Headcount: 1,470 Vacancies: 353

January Class (Pilot #2 for CDL Permit Training)

- 63 candidates cleared and enrolled in January class
- 42 candidates required CDP
- 21 candidates with CDP
- 92% CDP pass rate
- Current class size as of February 23: 40
- Training program complete: March 17, 2023

Three recruitment posters for bus operators. Each poster features a photo of a smiling bus operator and lists the following benefits: 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, and Retirement plan. The posters also include the slogan 'Put yourself in the driver's seat.' and the MBTA logo with the website mbta.com/apply and a QR code.

March Class (Pilot #3 for CDL Permit Training)

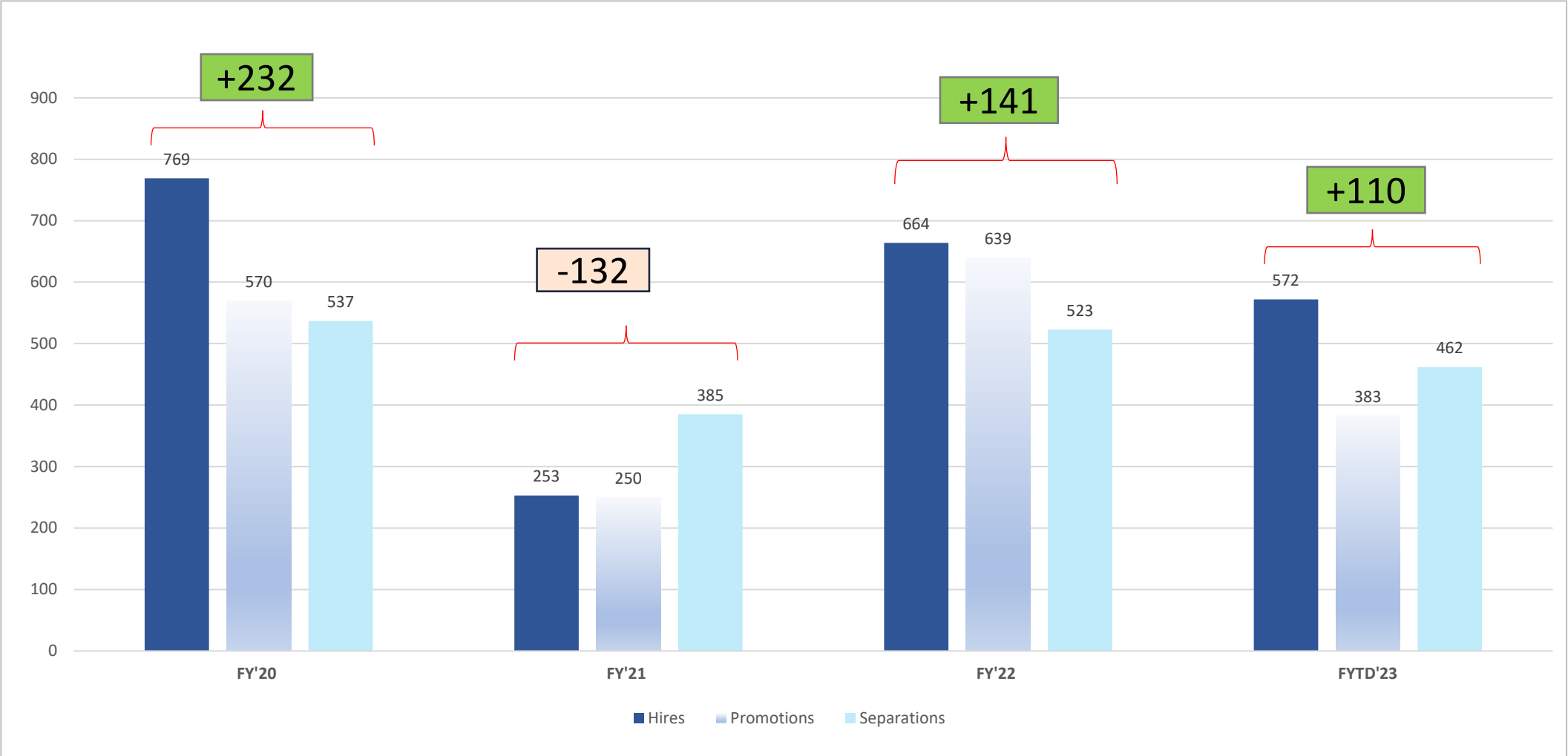
- 47 candidates ready for hire
- 40 candidates require CDP
- 7 candidates with CDP
- New Hire Package Pick Up March 3
- Training program complete: May 19, 2023

Three recruitment posters for bus operators. The central poster is yellow and reads 'Now Accepting Applications' and 'mbta.com/apply'. The two side posters feature photos of bus operators and list the same benefits as the January class posters: 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, and Retirement plan. They also include the slogan 'Put yourself in the driver's seat.' and the MBTA logo with the website mbta.com/apply and a QR code.



FY20 - FY23 Authority-wide Hiring Actuals

As of: 02/23/2023



Net Headcount Increase
(Hires - Separations)

- Negative
- Positive

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



HR Update: FY23 Hiring

As of: 02/23/2023

- 226 hires and promotions in January
 - 61 new requisitions created since January Report
 - 257 total requisitions actively being recruited, accounting for 507 positions excluding Programmed Hiring and 954 positions including Programmed Hiring

- Hiring Activity:
 - 572 Hires and 383 *Promotions for a total of 955 transactions
 - 462 Separations
 - 199 Retirements
 - 186 Voluntary Separations
 - 77 Involuntary Separations

** Promotions include selection process internal hires only*



Sample: Training School Labor Model

Labor models are being built for several key operations areas to quantify the number of hires needed to meet demand of activities and staffing levels. Models are intended to be used as a guide as work develops on the workforce assessment.

Light Rail Training Activity	Number of Light Rail Instructors Needed
Regular trainings (Audits, re-instruction, annual recertifications, office duties...) *	8
GLX (allocated to new instructor FTA activities after GLX opens)	3
Instructors for cross & promotional training	1
New hire training	5
Vacation & Leave Liability	3
Total Instructors Needed	20

**Regular training hours reflect only Light Rail non-transferable trainings*



APPENDIX



MBTA OCC Heavy Rail Dispatcher Recruitment as of 02/21/2023

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
241	192	49	1	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



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

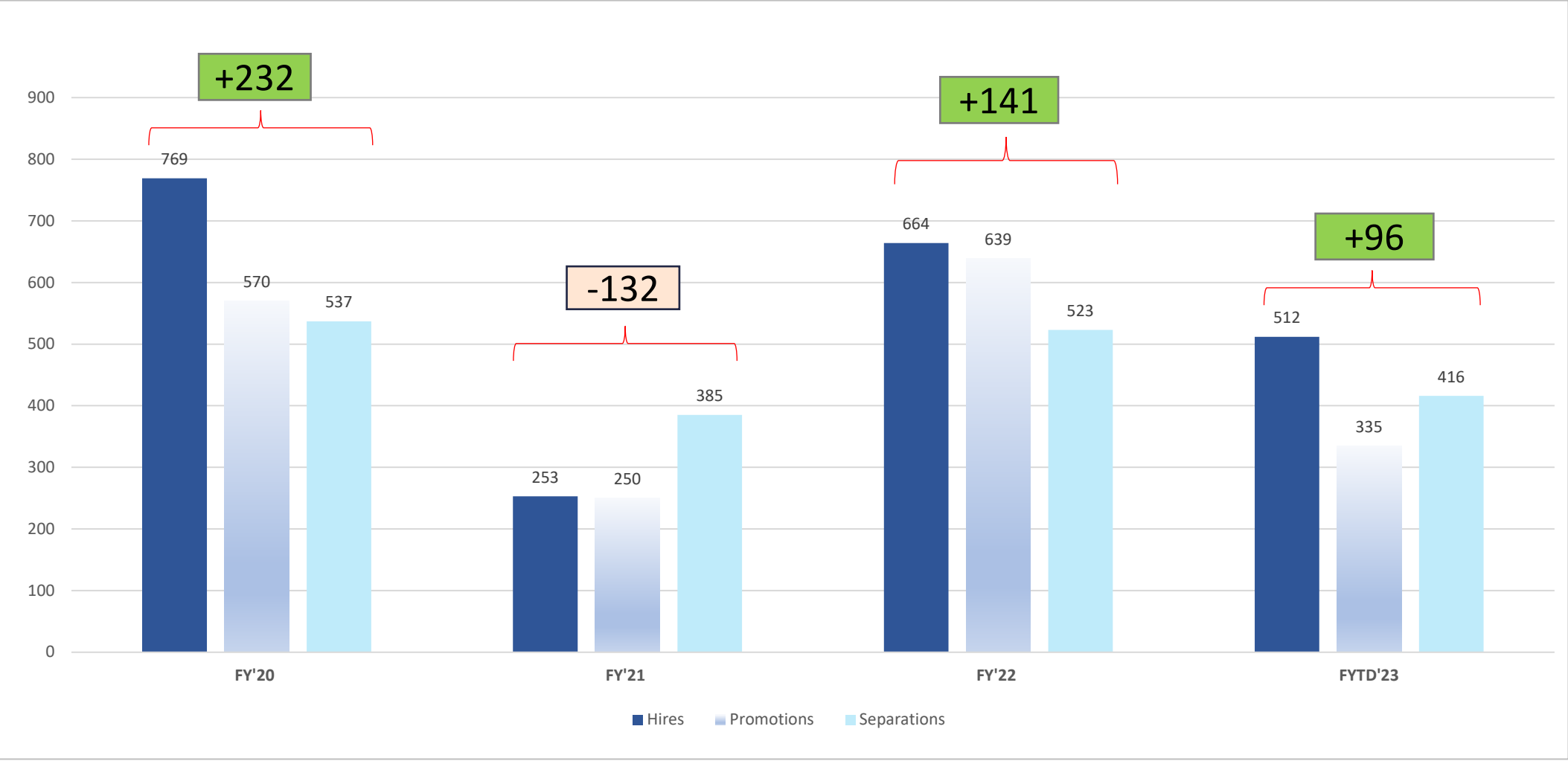
Vacancies: 349

Now accepting
applications



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*



Transit Police Department (TPD)

As of: 01/25/2023

- 18 officers graduating from the MBTA Transit Police 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



Efforts 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 HRBP's to engage with the areas for ongoing engagement
- 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

