



**Massachusetts Bay  
Transportation Authority**

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# **Employee Attendance Update**

**2017- Calendar Q1**

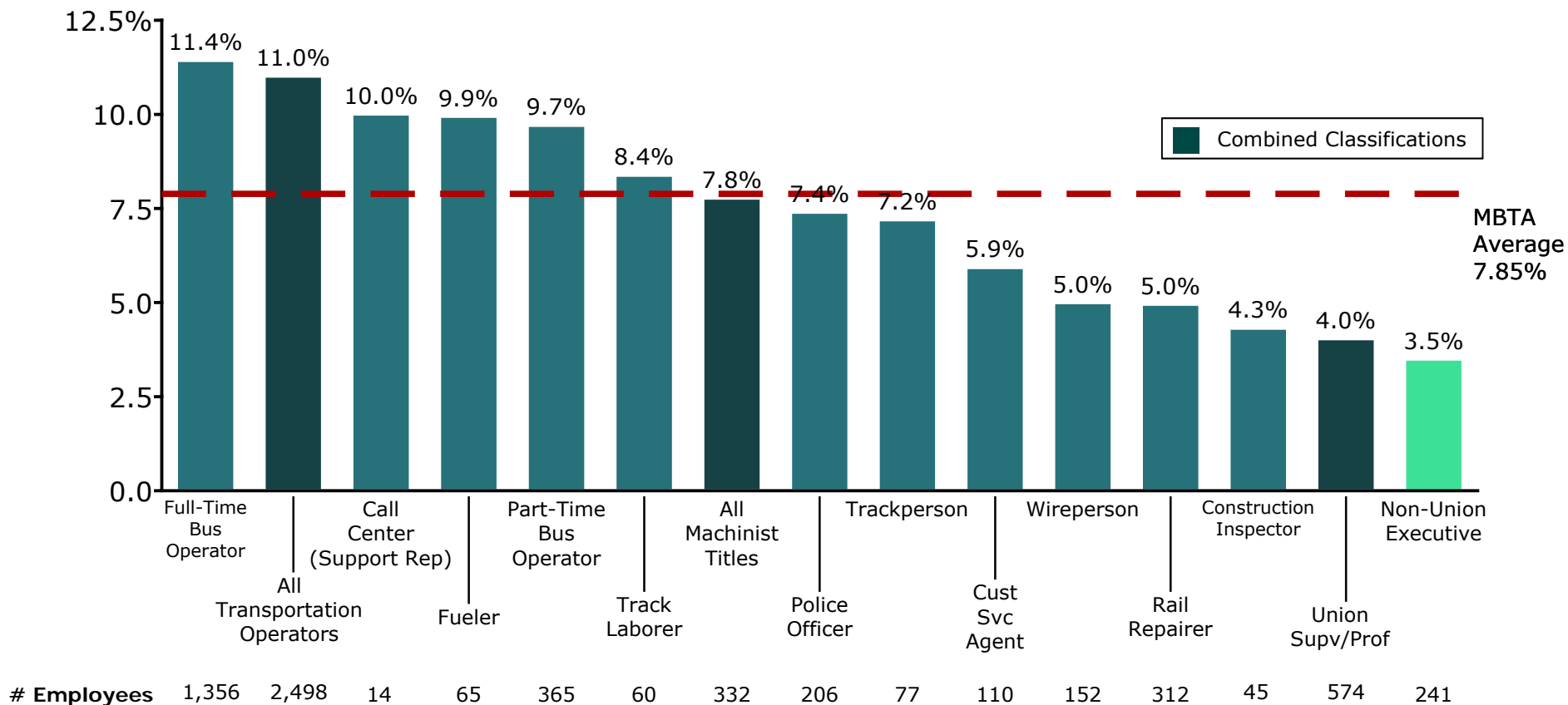
**April 2017**

Draft for Discussion & Policy Purposes Only



## 2017 Q1 update – absenteeism by classification

MBTA Unscheduled Absence %  
(CY2017 - Q1)



Source: MBTA Internal Data

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## Third party administrator (TPA) fully implemented across all MBTA departments as of 4/1/17

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- MBTA formed partnership with third-party administrator (TPA) **UPMC WorkPartners** in Sep. 2016 to enhance absence management capabilities and ensure compliance with both governmental and labor requirements
- As of April 1<sup>st</sup>, UPMC WorkPartners now fully implemented across all 45 MBTA Dept.'s
- TPA handles all daily calls from absent employees and actively manages Family Medical Leave Act (FMLA), Mass. Parental Leave, Small Necessities Leave, and Military Leave
- TPA requires employees to call in to report absences and answer mandatory questions



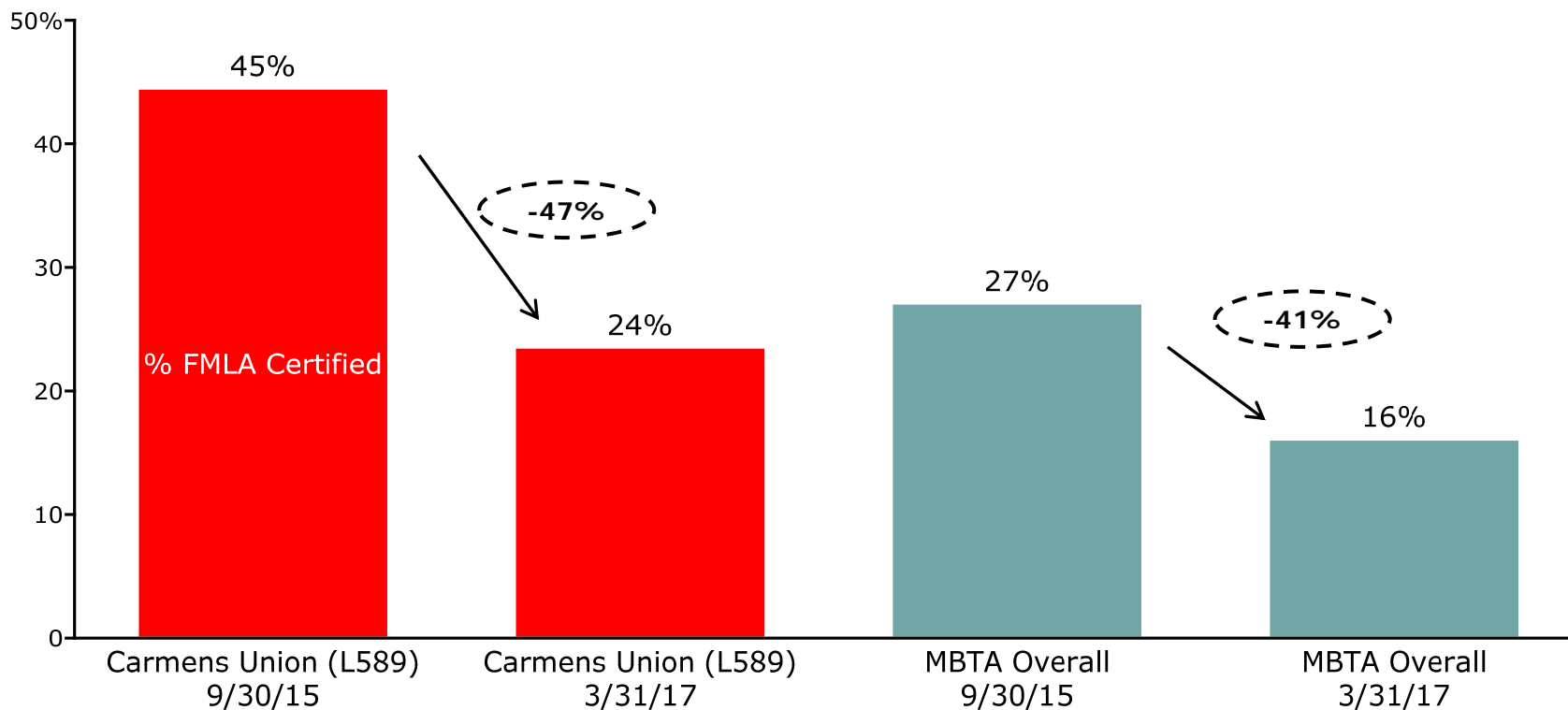
### EXAMPLE: Employee calls in sick

- Would you provide a detailed reason for your sickness?
- What medical treatment have you received for it?
- Were you hospitalized overnight?
- Do you have an open intermittent FMLA for this reason?
- If you don't, do you need an intermittent FMLA leave for this reason?
- What is the best telephone number for reaching you and the best time of day for contacting you?



## FMLA certification % continues to drop as new policies are enforced

% of Employees with Active FMLA Certification

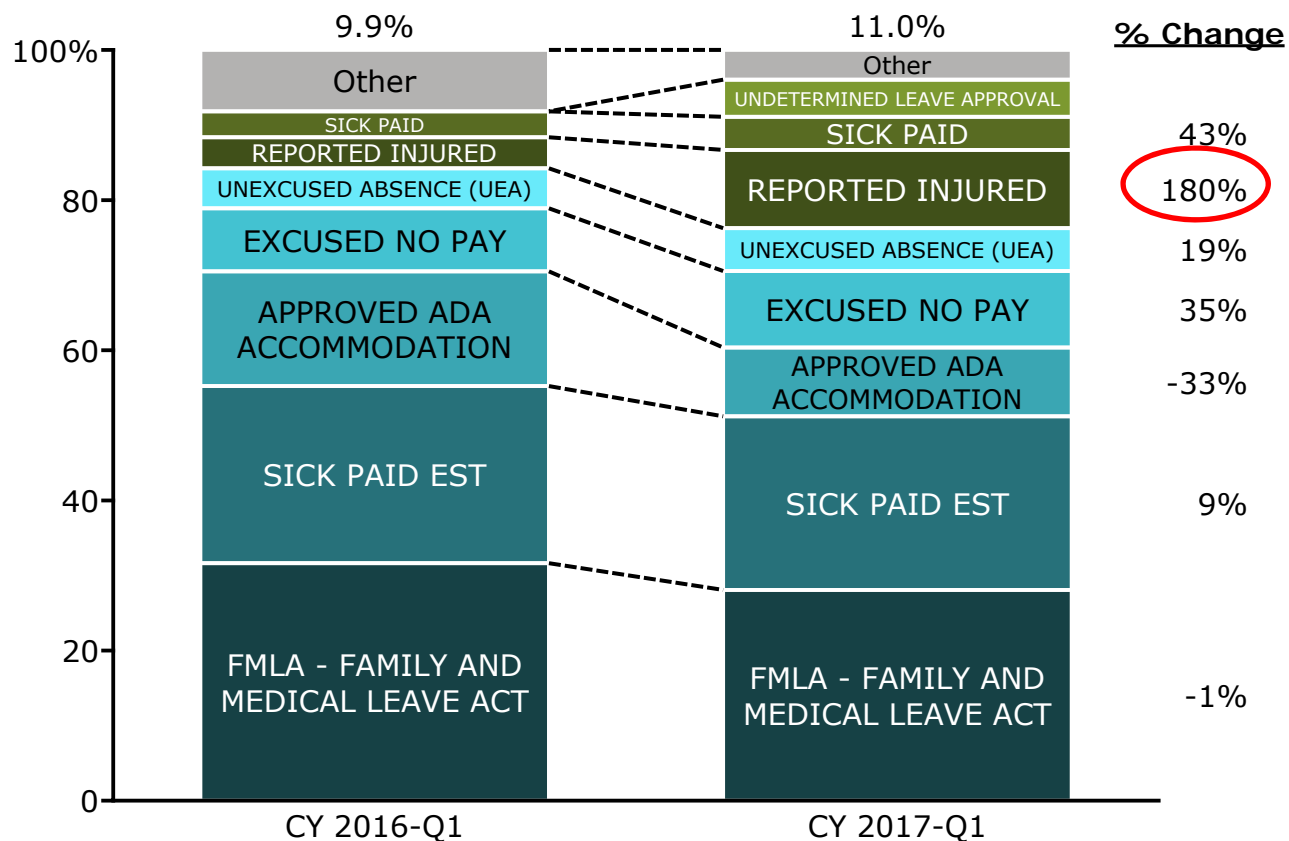


Source: Internal MBTA data



## FMLA and ADA usage dropped in Q1 but “Reported Injured” doubled

### Unscheduled Absence Rate -- All Transportation Operators



Source: MBTA Internal Data

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## New 40-hour overtime rule for transportation operators exempts certain absence types, including “injury-on-duty”

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### **40-Hour Overtime Rule (Local 589 MOU):**

*“No employee shall be entitled to be paid at the overtime rate during any week in which the employee was absent until after the employee has worked 40 hours during the week . . . **For purposes of this provision an absence from work does not include** vacation, holiday, paid personal leave, jury duty, bereavement leave, military leave, leave as an elected Union official or member appointed by the Union on Union business, court appearance requested by the Authority, **formally documented injury-on-duty**, or in-patient hospitalization.”*

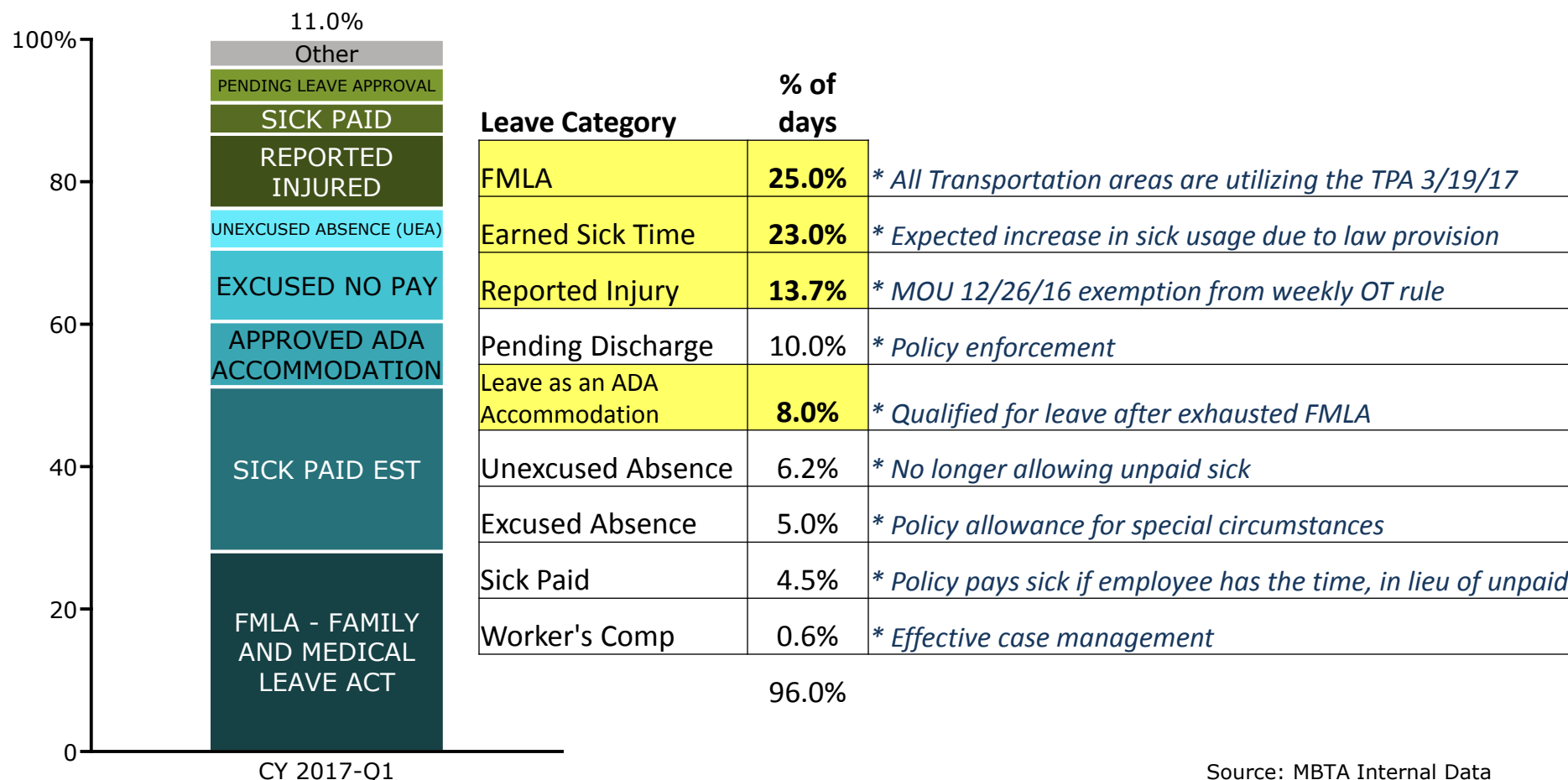


- Under 12/19 agreement, operators cannot earn overtime in a week in which they were absent until they have worked 40 hours in the same week
- However, certain absence types were exempted, including formally documented injury-on-duty
- **Reported injury-on-duty has increased 180% versus Q1 of 2016**



## Transportation Operators: Unscheduled absence Q1CY17 breakdown to focus on case management

Unscheduled Absence Rate -- All Transportation Operators



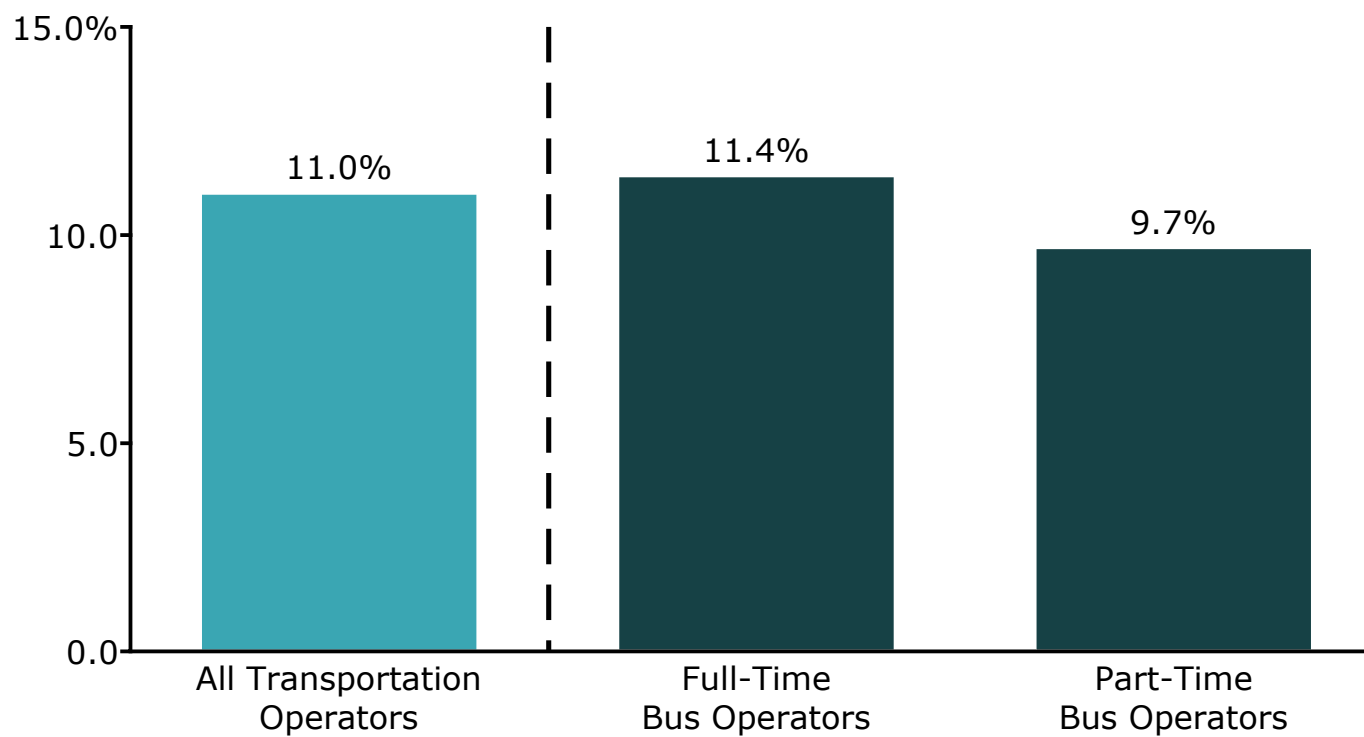
Source: MBTA Internal Data

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## Full time bus operator absenteeism rate was 11.4%

Unscheduled Absence Rate  
(CY 2017 - Q1)



**Avg.  
Headcount**

2,498

1,356

365

Source: MBTA Internal Data

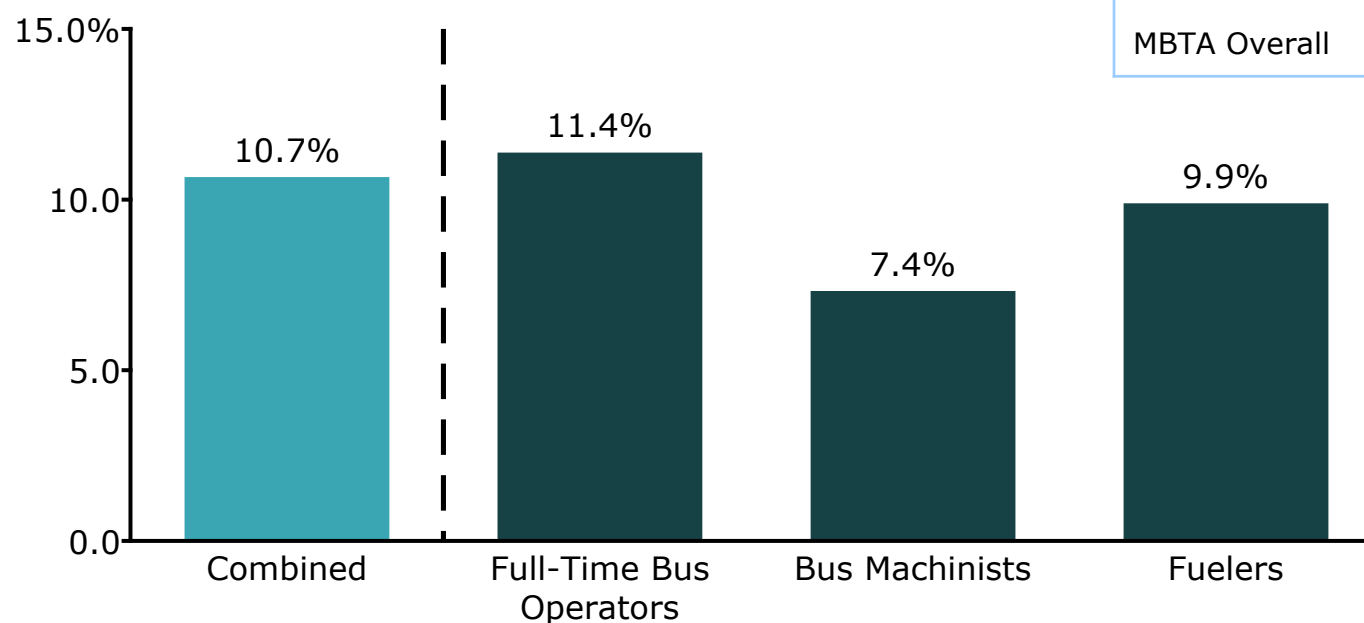
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## Bus operations and maintenance (combined) absenteeism rate was 10.7%

Unscheduled Absence Rate  
(CY 2017 - Q1)



Bus Operations and Maintenance	10.7%
MBTA Overall	7.85%

<b>Avg. Headcount</b>	1,699	1,356	278	65
<b>Union Affiliation</b>		L589	L264	L264

Note: "Bus Machinists" includes machinists at bus garages (067400 and 067600), as well as Everett Automotive Machinists (057100)  
Source: MBTA Internal Data

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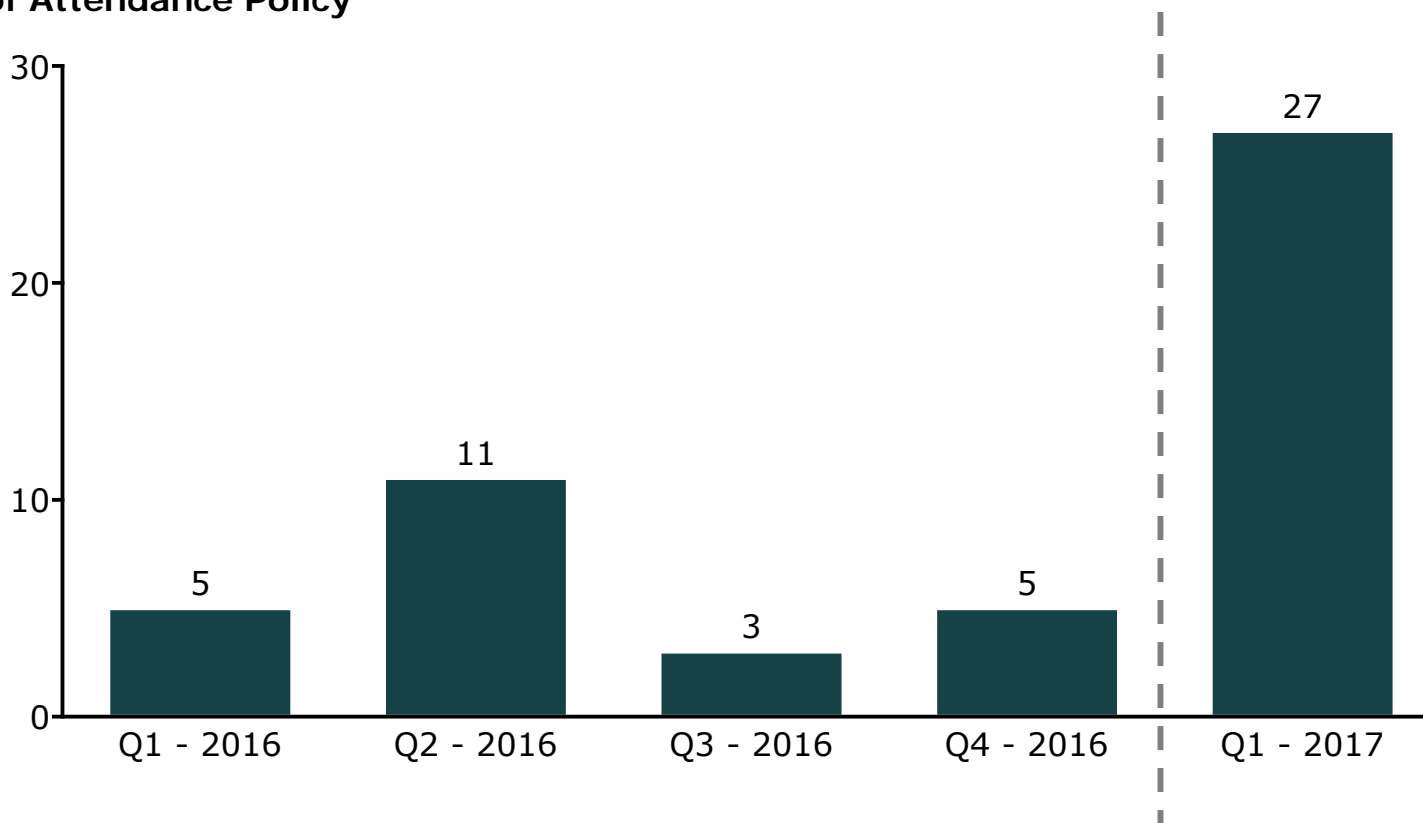


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## Enforcement: 27 employees terminated for attendance violations in Q1

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Quarterly Terminations for  
Violation of Attendance Policy



Source: MBTA Internal Data

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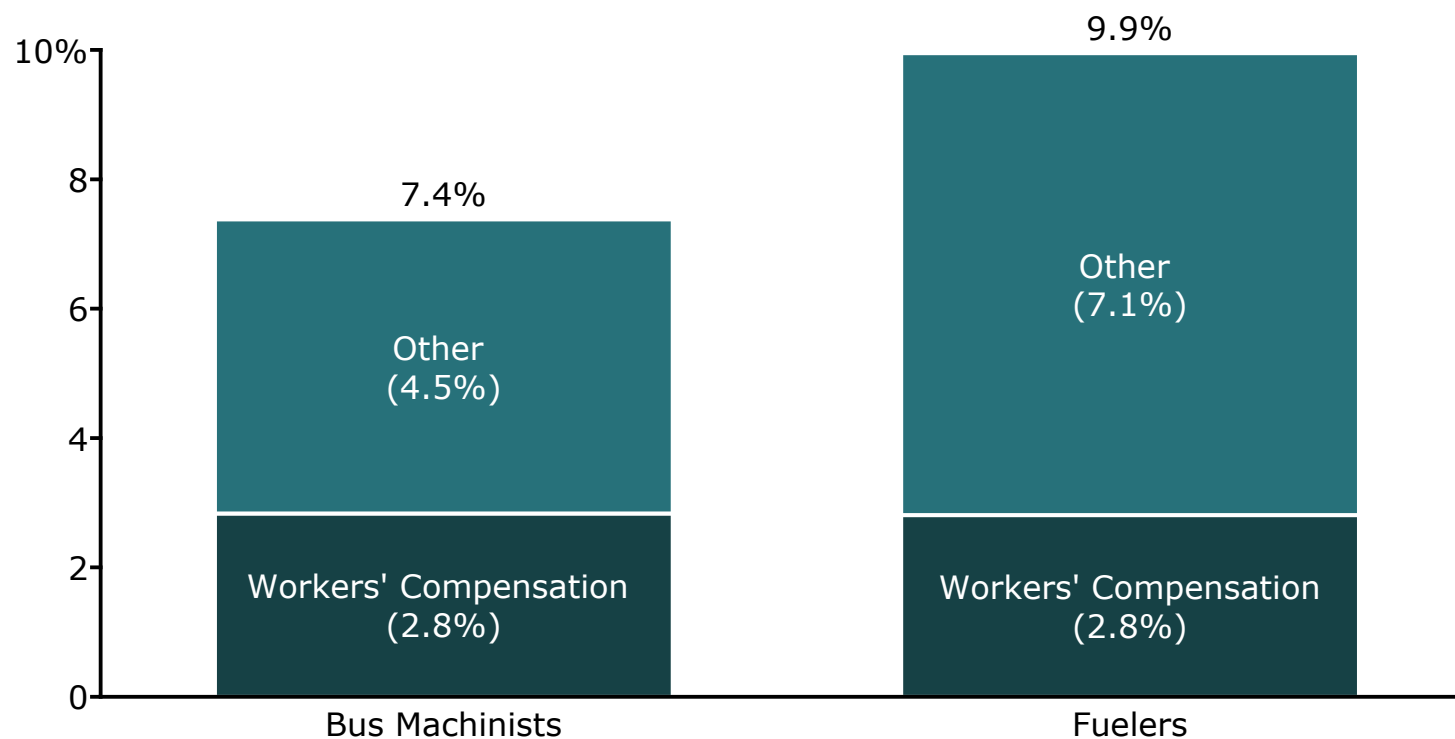
## Backup

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## Breakdown: Unscheduled absences for bus machinists and fuelers

Unscheduled Absence Rate  
(CY 2017 - Q1)



Note: "Bus Machinists" includes machinists at bus garages (067400 and 067600), as well as Everett Automotive Machinists (057100)  
Source: MBTA Internal Data

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