

# State of Metro's Workforce Availability

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# BACKGROUND

Metro employs more than 3,000 front-line Bus and Rail Operators

Pre-pandemic Operations Vacancy Rate: 7%

Current Operations Vacancy Rate: 11%

Staffing shortages associated with multiple key positions:

- Bus Operators
- Train Operators
- Station Managers
- Rail Traffic Controllers
- Mechanics





# Current Trends with Operations Staffing

## Higher Rates of Attrition

- Retirements
- Resignations
- Day 1 No Shows

## Increase in front line employee assaults and responses to crime

- Increase in lost time associated with assaults and mental health impacts associated with witnessing violent crimes while on-duty

## Demands on current staff due to shortages

- Limited ability to staff extraboards
- Limited ability to grant requested leave



# Factors Impacting Workforce Availability

## Internal Factors

- Collective Bargaining Agreement limitations
- Lack of flexibility with schedules
- Recruitment timelines
- Rule driven nature of work

## External Factors

- New competition in the market for same candidate pool
- Increase in availability of remote opportunities
- Medical requirements associated with safety sensitive positions
- Impact from pandemic on people's perception of work/life balance



# Metro's Response- Immediate Actions

- “Get On Board” Recruiting Campaign
- Signing bonuses for new Bus and Rail Operators
- Increased frequency and sizes of training classes
- CDL training classes sponsored by Union
- Increased reliance on our existing maintenance apprenticeship programs
- Implementation of Crisis Intervention Specialists & New Community Engagement Efforts
- Patrol initiatives and partnerships with local law enforcement



# Metro's Response- Intermediate Actions





# Metro's Response- Longer Term

