

# SamTrans - Hiring for Success

Presentation to SamTrans Board  
November 3, 2021  
Item #7

# Goals and Objectives

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- Hire adequate bus operators (348) and support personnel to deliver SamTrans Re-Imagine services (August 2022)
- Establish and maintain a 30% extra board of bus operators to ensure delivery of daily services with minimum DNOs
- Establish processes that address ongoing hiring needs of operations

# Outreach and Hiring Practices

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- Created a Task Force to address recruitment concerns
- Marketing/recruitment campaign
  - Updated the webpage ‘drive with us’
  - Continuing with ad buys, including social media, digital ads and an email blast
- Establishing a new Drug & Alcohol vendor
  - Responsible for the administration of the D&A tests; could cut 2-4 weeks out of the hiring process
- Added locations to process DOT medical exams
- Partnership with NOVAworks and Job Train and Employer Spotlight Event (Feb 2022)
- Seeking partnership with HIP Housing to help market our recruitment opportunities to their clients

# Outreach and Hiring Practices

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- In the last 18 months HR interviewed 324 candidates
  - 192 successfully passed
  - 101 completed their medical and background checks
- Increased the frequency of bus operator trainee classes from 3/year to 5-6/year
- Increased class size from approximately 15 to 24 trainees
  - In FY 2021 we processed 34 trainees (3 classes)
  - In FY 2022 we project to have 137 trainees (5 classes)

# Outreach and Hiring Practices

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- Increased trainee wages
- Provide cash incentives upon graduation and for safe driving after their first year
- Increased the number of training instructors
- Added two additional field supervisors





# Training and Processing

- Continued training through the pandemic
- Transformed a bus maintenance bay into a training room for social distancing and to accommodate larger class sizes.
- Class #168 started in September and has 16 students; class #169 will start in January, #170 in March, and #171 in June.



# Training Processing

- Each class takes about 10-weeks
- Initiated hybrid training classes with applicants/trainees that had CDLs
- Replaced the bus simulator and enhanced training for common situation and areas of concern

