

Bus Operator Recruitment and Retention Efforts

April 6, 2022

Our Challenge

The vision of **Reimagine SamTrans** relies on an expanded Operator workforce.

- Prior to the pandemic, SamTrans was facing an **operator shortage**.
 - In 2021 **training retention rates** declined, and **tenured operators** retired at an increased rate, impacting our workforce levels and ability to expand service.
- SamTrans staff formed the **Hiring and Training Task Force** to provide a venue for staff to brainstorm and develop solutions.

Building our Workforce: A 360° Approach

To increase the number of applicants and to improve training retention rates, staff are initiating the following:

- 1) Smaller and more frequent training classes:** Beginning at the end of March, we are moving from 10 week to 6 week-long operator training program; goal is classes of 8 every month.
- 2) Connecting Trainees to the District:** HR is staffing an office at North Base to increase the touch points with trainees as well as to be a resource for existing employees.

Building our Workforce: A 360° Approach (Cont.)

- 3) Explaining the big picture:** Human Resources and Planning meet with NBO classes to review their benefits and discuss the importance of their role as a Bus Operator.
- 4) One-time hiring or retention bonuses:** Data is being collected on one-time bonus amounts at comparable transit agencies as well as local private-sector companies.



Building our Workforce: A 360° Approach (Cont.)

5) Targeted, pro-active and focus on local recruitment: On-line employer Spotlight Events with NOVAWorks



EMPLOYER SPOTLIGHT
Hosted by NOVAworks Job Center

samTrans

Attend this informational event to learn about the Bay Area's premier public transportation agency

Tuesday, February 22, 2022
2:00 - 3:30 p.m. (virtual meeting)

Hiring Bus Operators

SamTrans, the public bus operator in San Mateo County, is finalizing plans for a new bus network that expands service throughout San Mateo. To deliver this visionary service plan, SamTrans needs to hire a significant number of bus operators.

SamTrans is looking for individuals who enjoy working with people and making a positive impact in our community.

At this event, Bus Operations, HR, and the Training Team will share:

- What it is like to be a bus operator
- SamTrans' hiring process
- SamTrans' Bus Operator training program
- Employee benefits
- Opportunities for advancement

Join us to learn how you can become a member of the SamTrans family!

Register online at <https://bit.ly/nova-spotlight-samtrans>
- This event is open to the general public -

novaworks NOVA is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

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Building our Workforce: A 360° Approach (Cont.)

Targeted, pro-active and focus on local recruitment: Begin quarter in person job fair events in the local community, beginning with East Palo Alto in February.



HIRING SPOTLIGHT

Hosted by
EAST PALO ALTO CAREER CENTER
OPERATED BY **JOBTRAIN**
and **SAMTRANS**

Learn how you can join the Bay Area's premier public transportation agency.

Saturday, February 26, 2022
10:00 a.m. – 2:00 p.m.
2415 University Ave, East Palo Alto

HIRING BUS OPERATORS

SamTrans, the public bus operator in San Mateo County, is finalizing plans for a new bus network that expands service throughout San Mateo. To deliver this visionary service plan, SamTrans needs to hire a significant number of Bus Operators.

SamTrans is looking for individuals who enjoy working with people and making a positive impact in our community.

At this event, Bus Operations, HR and the Training Team will be on hand to share:

- What it is like to be a Bus Operator
- SamTrans' hiring process
- SamTrans' Bus Operator training program
- Employee Benefits
- Opportunities for advancement

Same day on-site interviews will be available for individuals who bring:

- D4 (DMV Report)
- Resume

Scan QR Code to register online →  Open to the public. Walk-ins Welcomed.

Join us to learn how you can become a member of the SamTrans family!

For Questions, contact Larry Moody at L.Moody@JobTrainWorks.org

  

JobTrain provides Career Training programs in high demand fields, and job search assistance through its four Career Centers. Auxiliary aids and services are available upon request to individuals with disabilities. For more information, visit JobTrainWorks.org

