

Bus Operator Recruitment

The transit industry competes with private transportation providers and other industries for qualified candidates. To attract employees, particularly younger generations that may build a career pipeline within transit and specifically bus operations, transit agencies are adapting many of their previous recruitment methods and seeking new ways to market opportunities. Early outreach through educational and training opportunities is an effective means for recruiting candidates, but recruitment strategies have also evolved to incorporate new technologies.

Potential candidates may not consider bus operator jobs in the first place if they have negative perceptions of transit, or if they feel that the job is in some way not a good fit. Prospective applicants may also be discouraged from applying by federal drug testing requirements. CDL applicants must pass a drug test, including testing for marijuana, even in states where recreational use is legal. A Report from TransitCenter recommends revising the drug test, which currently indicates marijuana use 3 to 67 days prior to testing, to an oral test that would indicate drug use in the past 24 hours.⁶⁸

Demand-responsive transit operators, and specifically paratransit operators, may be particularly challenging to recruit, in part, due to lower wages and benefits compared to fixed-route operators.⁶⁹

Moreover, considering the workforce challenges presented by the COVID-19 pandemic, transit agencies, like so many other employers, are experimenting with new methods for attracting candidates. Ultimately, by investing in advertising and promotion of job opportunities before there are workforce shortages and improving the transit agency's image in the community, transit agencies can become employers of choice and alleviate some of the challenges associated with attracting qualified candidates to open positions.

3.1 Themes

Changes in Recruitment Strategies Over Time

In the industry survey, respondents were asked how difficult, on a scale of 1 to 10 (with 10 being the most difficult), it has been to fill full-time and part-time bus operator positions in recent years. On average, respondents rated the difficulty at 6.83 for full-time positions and 6.42 for part-time positions.

The last major study that specifically evaluated the bus operator workforce was conducted in 2000, and indicated that among 29 transit agency respondents, the most commonly used recruitment strategies included newspaper advertising and walk-ins (used by 97 and 93 percent of respondents, respectively).⁷⁰ In a 2008 study specific to rural and small urban areas, on-vehicle ads were listed as a common method of advertising open positions.⁷¹

15 Transit Operator Recruitment Guide

Léo Pomar



15 Transit Operator Recruitment Guide:

Vehicle Operator Recruitment, Retention, and Performance in ADA Complementary Paratransit Operations Russell H. Thatcher, 2010 TRB's Transit Cooperative Research Program TCRP Report 142 Vehicle Operator Recruitment Retention and Performance in ADA Complementary Paratransit Operations provides guidance for understanding the relationships that influence and enhance operator recruitment retention and performance in Americans with Disabilities Act ADA complementary paratransit services Appendixes to TCRP Report 142 were published electronically as TCRP Web Only Document 50 Survey Instrument Productivity Charts and Interview Protocol for Case Studies for TCRP Report 142

Employee Compensation Guidelines for Transit Providers in Rural and Small Urban Areas KFH Group, Transit Cooperative Research Program, 2008 TRB's Transit Cooperative Research Program TCRP Report 127 Employee Compensation Guidelines for Transit Providers in Rural and Small Urban Areas explores salary and benefit characteristics of transit systems in rural and small urban areas An interactive computer tool produced as part of this project is available online and is designed to allow transit managers to quickly and easily obtain compensation and benefit data from comparable transit systems *Toolbox for Transit Operator Fatigue* Judith B. Gertler, Transit Cooperative Research Program, 2002 This report documents principles techniques and strategies that are used in the development of fatigue mitigation plans for transit operators It includes a how to component on the design implementation and evaluation of fatigue mitigation plans The fatigue mitigation plans may be used by senior managers operations managers safety officials medical personnel risk managers human resource personnel policymakers and legal advisors *Practices to Protect Bus Operators from Passenger Assault* Yuko J. Nakanishi, William C. Fleming, 2011 Ch 1 Introduction Background Project objectives Technical approach to project Report organization ch 2 Literature summary Transit security Workplace violence Bus operator training and selection Video surveillance Self defense Bus operator perspective International studies ch 3 Survey results Characteristics of survey respondents Security provider Fare and rules enforcement Standard operating procedures Definition of assault Assault characteristics Training Employee assistance Data collection and reporting Methods to address operator assaults Bus operator selection methods Impact of violence against operators Effective measures ch 4 Operator protection measures technology and information management Barriers Information management and crime analysis Video surveillance Audio surveillance Automatic vehicle location system Transit operations decision support system Emergency communications DNA kits **Managing Transit's Workforce in the New Millennium** Transit Cooperative Research Program, National Research Council (U.S.). Transportation Research Board, 2002 Introduction and Research Approach Findings Management Profile for Maintaining a Qualified Workforce Conclusions and Suggested Research Changing Roles and Practices of Bus Field Supervisors Gayland K. Moffat, Transit Cooperative Research Program, National Research Council (U.S.). Transportation Research Board, 1996 Addresses the roles and responsibilities of bus field supervisors including emerging concerns about

how to improve the relationship between supervisors and bus operators while placing supervisors in a more positive role how to obtain a greater return from employee productivity with tightening budgets and declining ridership and how to improve customer service Employment Center Bus Service Guidelines for Implementation Aerospace Corporation,1978 Annual Report of Progress Transit Cooperative Research Program,2010 *Practices in Assuring Employee Availability* Joel Volinski,National Research Council (U.S.). Transportation Research Board,Transit Cooperative Research Program,1999 Presents state of the practice information about the various actions transit agencies and other employers have taken to help ensure the availability of quality employees in an increasingly competitive employment environment It focuses on the practices and policies transit agencies have put in place to help minimize absenteeism at their agencies from which other agencies may find useful applications **Instructions for Preparing Application for Certificate of War Necessity for Operators of One Or Two Commercial Vehicles** United States. Office of Defense Transportation,1942 **Manual on Planning and Implementing Priority Techniques for High Occupancy Vehicles** Public Technology, inc,1977 **Monthly Catalogue, United States Public Documents** ,1993 Monthly Catalog of United States Government Publications ,1993 People's Choice Guide Cancun ,2006-06 **Guidelines for Ferry Transportation Services** Anthony Bruzzone,2012 The purpose of this research is to investigate the state of ferry transit operations in North America and to develop practitioner guidance for the planning marketing operation and management of ferry transportation systems The research is intended to present a uniform understanding of the status of ferries as well as options for how to approach planning and operational activities This guidebook is intended for use by operators large and small in publicly or privately owned operations for the development of ferry operations as a solution to a transportation need This research was developed through literature searches of previous studies reviews of existing government and state documents telephone interviews with a broad selection of ferry operators in depth case studies of eight ferry operators and ferry systems geographically dispersed across the North American continent and peer review of the interim documents The main body of this report contains the case studies and a guidebook Two appendices provide additional information to support the work documented within the main body of the report Appendix A provides a listing of literature review sources and Appendix B documents the results of a survey of ferry operators that was developed and implemented in this research Development of a Beginning Course for Michigan Head School Bus Drivers Ruth Hemingway Mitman,1982 **Lowe's Transport Manager's and Operator's Handbook 2014** David Lowe,Clive Pidgeon,2014-03-03 This best seller for busy fleet operators now in its 44th edition provides essential information and advice on transport legislation technical standards and goods vehicle operations Lowe s Transport Manager s and Operator s Handbook is a truly comprehensive guide to the legal operational and environmental factors that are of the utmost importance in today s road transport industry including professional competence working times and driving hours rules speed cameras and penalties the international road haulage market and

drugs testing for drivers The Handbook is the essential reference source for any transport manager fleet operator owner driver haulier or student with an involvement in the industry **Urban Transportation Abstracts** ,1986 **Driver Training for Rural and Paratransit Providers** Jo Pebworth,1989 Bradshaw's Monthly Continental Railway, Steam Transit, and General Guide, for Travellers Through Europe ,1887

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