



**Massachusetts Bay
Transportation Authority**

Workforce Management Department

April 11, 2024

Agenda

- Hiring Updates
- Bus Operator Training Class Update
- CORI Policy
- Driving Record Review Policy
- Look Ahead

Calendar Year 2024 Hiring Update

As of: 3/27/2024

539 Total Hires | 132 Separations

Headcount + 312

Hiring Activity	External Hires	Internal Hires (*Promotions)	Total
Capital	14	6	20
Operations	78	68	146
Programmed Hiring	314	5	319
Support	38	16	54
Grand Total	444	95	539

Separations	Retirement	Voluntary	Involuntary	Total
Capital	1	8	1	10
Operations	10	7	3	20
Programmed Hiring	15	28	36	79
Support	5	18	0	23
Grand Total	31	61	40	132

539 Total Hires: 444 external hires | 95 internal hires (promotions)

132 Separations: 31 Retirements | 61 Voluntary | 40 Involuntary



* Promotions include selection process internal hires only



Healey Administration Hiring Update

As of: 3/27/2024

2,332 Total Hires | 682 Separations

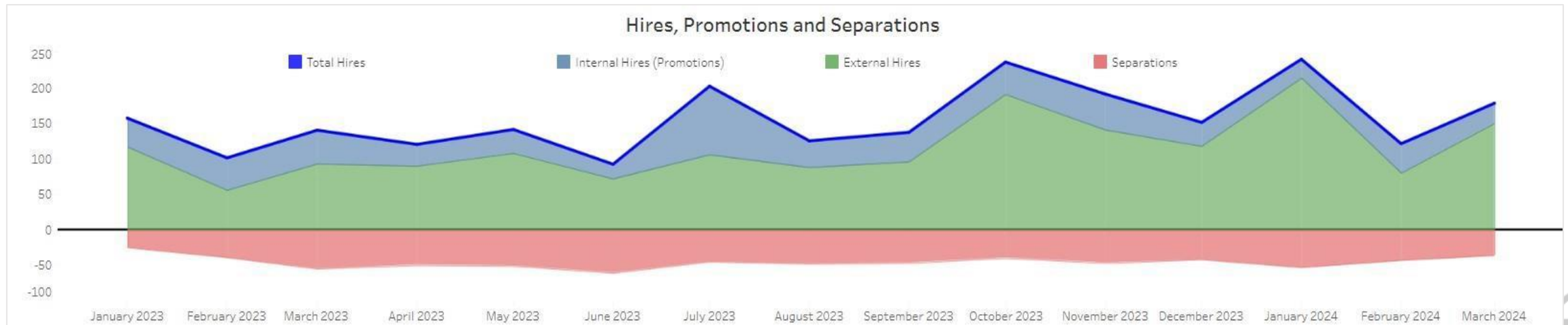
Headcount + 1,038

Hiring Activity	External Hires	Internal Hires (*Promotions)	Total
Capital	92	68	160
Operations	399	380	779
Programmed Hiring	930	33	963
Support	299	131	430
Grand Total	1,720	612	2,332

2,332 Total Hires: 1,720 external hires | 612 internal hires (promotions)

Separations	Retirement	Voluntary	Involuntary	Total
Capital	12	36	7	55
Operations	78	46	24	148
Programmed Hiring	88	156	136	380
Support	21	67	11	99
Grand Total	199	305	178	682

682 Separations: 199 Retirements | 305 Voluntary | 178 Involuntary



* Promotions include selection process internal hires only



Fiscal Year 2024 Hiring Update

As of: 3/27/2024

1,581 Total Hires | 401 Separations

Headcount + 783

Hiring Activity	External Hires	Internal Hires (*Promotions)	Total
Capital	51	37	88
Operations	282	245	527
Programmed Hiring	657	24	681
Support	194	91	285
Grand Total	1,184	397	1,581

Separations	Retirement	Voluntary	Involuntary	Total
Capital	3	17	6	26
Operations	52	27	14	93
Programmed Hiring	43	85	92	220
Support	14	42	6	62
Grand Total	112	171	118	401

1,581 Total Hires: 1,184 external hires | 397 internal hires (promotions)

401 Separations: 112 Retirements | 171 Voluntary | 118 Involuntary



* Promotions include selection process internal hires only

Bus Operator Training Class Update

As of: 03/26/2024

Vacancies: 139* | Target Class Size: 100

**Vacancies after accounting for current in-training employees*

Upcoming Dates

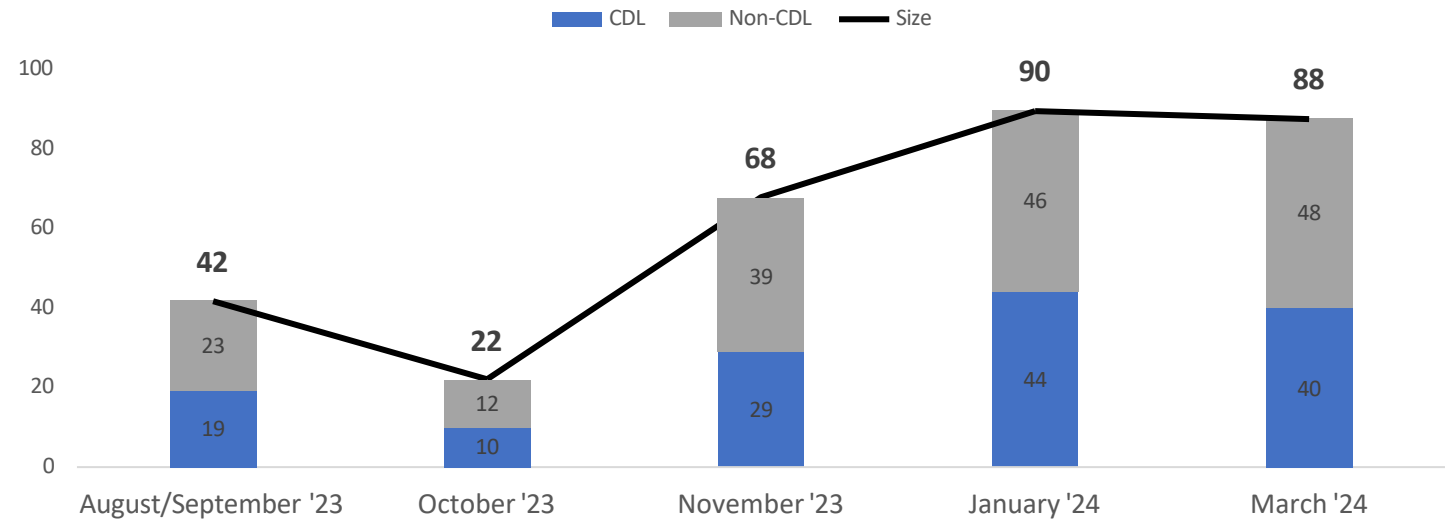
April 24: Deadline for CDL Permit candidates

April 29: CDL Permit Training starts

May 8: Deadline for CDL holder candidates

May 13: CDL Training starts

Bus Operator Training Class Size



May 13, 2024, Bus Operator Class Details



Criminal Offender Records Information (CORI) Policy

Purpose: To set forth the guidelines by which the Authority may obtain, evaluate and use Criminal Offender Records Information ("CORI") and other criminal history information of qualified candidates for initial employment, promotion and/or transfer.

Updated: October 13, 2018

Positions it applies to: All qualified candidates for employment, promotion or transfer opportunities

- Consistent with the *DCJIS
- Inquiries only made with the prior, written authorization of the qualified candidate using a CORI Request Form.

General guidelines for evaluation:

- Relevance of the crime to the position sought;
- The nature of the work to be performed;
- Time since the conviction;
- Age of the candidate at the time of the offense;
- Seriousness and specific circumstances of the offense;
- The number of offenses;
- Whether the candidate has pending charges;
- Any relevant evidence of rehabilitation or lack thereof; and
- Any other relevant information, including information submitted by the candidate or requested by the Authority.

Criteria	
Felony	If more than ten (10) years have elapsed since the date of the felony conviction, or the end of a period of incarceration or custody resulting therefrom (whichever is later), an individual may be deemed eligible for employment.
Misdemeanor	Candidates will not be questioned about a conviction of a misdemeanor where the date of disposition or date of release from incarceration or custody, whichever is later, occurred more than three (3) years before the CORI request, unless there has been a subsequent conviction/or any offense.
Pending Cases	If a CORI inquiry results in report of a pending case, the HR Department will seek to update the CORI search for any pending criminal matter that is relevant to the position.
Sealed/Expunged Records	CORI report will not contain a criminal record, or anything related to a criminal record, that has been sealed or expunged pursuant to M.G.L. Chapter 276.
Other Considerations	Unfit for employment if convicted of a crime involving: Criminal sexual activity; Violence constituting a felony; Controlled substances; Larceny, such as, theft or embezzlement; and/or Driving under the influence of alcohol and/or drugs on more than one occasion.

Driving Record Review Policy

Purpose: Evaluate the driving records of prospective candidates for employment in positions that require them to operate an Authority vehicle or any vehicle on Authority business.

Updated: April 7, 2022

Recent Revision History: After the 2014 policy was reviewed in 2021, there was a reason to suspect candidates were being needlessly disqualified out of the hiring funnel. When analyzed, the MBTA was losing approximately 59% of candidates in the Driving Record Review stage of the process. To address this the policy was updated in 2022 to a point system.

Positions it applies to: Revenue Vehicle Operators, Non-revenue Vehicle Operators, and Occasional Drivers

Safe Driver Insurance Plan (*SDIP) Surcharge Points: These points are assigned by the Merit Rating Board in accordance with regulations of the Massachusetts Division of Insurance to each Accident and Traffic Law Violation.

* The plan described in the Code of Massachusetts Regulation 211 CMR 134.00

Current Guidelines for Disqualification	
Past 3 years	<ul style="list-style-type: none">Five (5) or more surcharge points
Past 5 years	<ul style="list-style-type: none">A license suspension that resulted from one or more Traffic Law Violations.
Past 10 years	<ul style="list-style-type: none">Any license suspension resulting from a drug convictionA conviction, a guilty plea, a finding of responsibility or a continuance without a finding (“CWOFF”), an assignment to a 24D program, or a driver alcohol education program as an alternative disposition on an Operating Under the Influence (“OUI”), or a like violation in any other state or jurisdictionA refusal of a breathalyzer testAn Interlock restriction
All time	<ul style="list-style-type: none">A conviction, guilty plea, finding of responsibility or continuance without a finding (CWOFF) of motor vehicle homicide.

Look Ahead: April 2024

For Earth Day 2023, over 40 employee volunteers and members of the MBTA Employee Sustainability Group (ESG) helped pick up over 45 large bags of trash at Oak Grove and Forrest Hills Stations.

This initiative was a great opportunity for MBTA employees from across 20 departments to engage with each other and network while contributing to make tangible impacts on the environment they live and work in.

The MBTA Employee Sustainability Group received positive feedback so on Friday, April 19, 2024, they will host the 2nd Annual Employee Earth Day Cleanup!





Appendix

Calendar Year 2024 Hiring Update

As of: 2/27/2024

360 Total Hires | 86 Separations

Headcount + 209

Hiring Activity	External Hires	Internal Hires (*Promotions)	Total
Capital	9	4	13
Operations	57	45	102
Programmed Hiring	201	5	206
Support	28	11	39
Grand Total	295	65	360

Separations	Retirement	Voluntary	Involuntary	Total
Capital	1	4	0	5
Operations	9	6	3	18
Programmed Hiring	8	16	22	46
Support	3	14	0	17
Grand Total	21	40	25	86

360 Total Hires: 295 external hires | 65 internal hires (promotions)

86 Separations: 21 Retirements | 40 Voluntary | 25 Involuntary

* Promotions include selection process internal hires only



Healey Administration Hiring Update

As of: 2/27/2024

2,154 Total Hires | 633 Separations

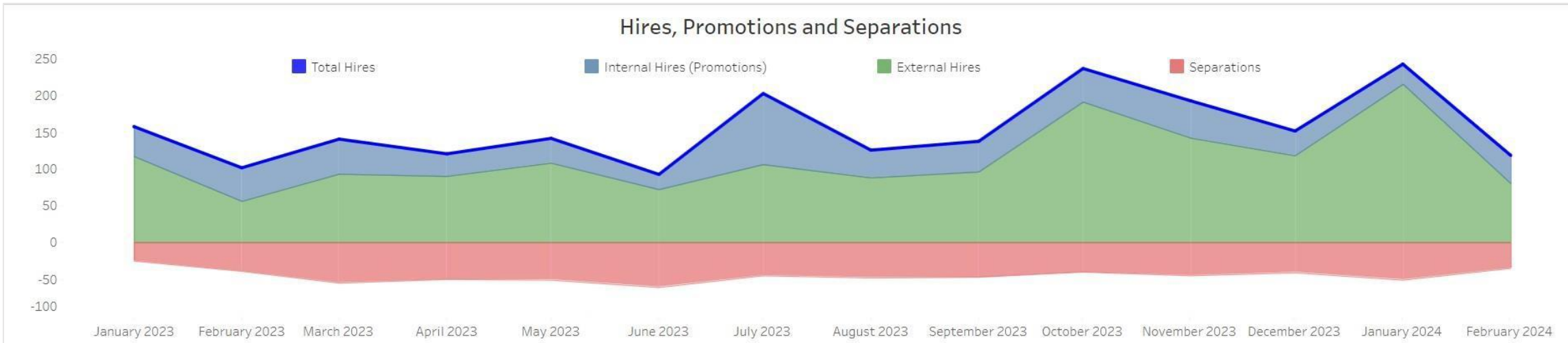
Headcount + 939

Hiring Activity	External Hires	Internal Hires (*Promotions)	Total
Capital	87	66	153
Operations	378	357	735
Programmed Hiring	818	33	851
Support	289	126	415
Grand Total	1,572	582	2,154

2,154 Total Hires: 1,572 external hires | 582 internal hires (promotions)

Separations	Retirement	Voluntary	Involuntary	Total
Capital	12	32	6	50
Operations	76	45	24	145
Programmed Hiring	79	144	122	345
Support	19	63	11	93
Grand Total	186	284	163	633

633 Separations: 186 Retirements | 284 Voluntary | 163 Involuntary



* Promotions include selection process internal hires only

Fiscal Year 2024 Hiring Update

As of: 2/27/2024

1,403 Total Hires | 351 Separations

Headcount + 685

Hiring Activity	External Hires	Internal Hires (*Promotions)	Total
Capital	46	35	81
Operations	261	222	483
Programmed Hiring	545	24	569
Support	184	86	270
Grand Total	1,036	367	1,403

1,403 Total Hires: 1,036 external hires | 367 internal hires (promotions)

Separations	Retirement	Voluntary	Involuntary	Total
Capital	2	13	5	20
Operations	50	26	14	90
Programmed Hiring	34	73	78	185
Support	12	38	6	56
Grand Total	98	150	103	351

351 Separations: 98 Retirements | 150 Voluntary | 103 Involuntary

Hires, Promotions and Separations



* Promotions include selection process internal hires only

Attraction: Diversity of Workforce

Upcoming Events:

March

- 3/28 Women's Transportation Symposium (WTS) Luncheon with Tiffany Chu, Chief of Staff to City of Boston Mayor Michelle Wu
- 3/28 Spring 2024 B.L.A.C.K & L.A.T.I.N.X Career Fair

April

- 4/4 Boston Veteran Job Fair
- 4/3 Women's Employee Resource Group will host a Women in the Trades Panel

Continuing to grow partnerships with:
Women's Transportation Symposium (WTS)
Conference of Minority Transportation Officials (COMTO)
Building Pathways
Massachusetts Girls in Trades Programs-Tradeswomen Tuesdays



Retention: Employee Relations

The Employee Relations (ER) team formed in November 2023, is responsible for addressing conflicts between employees, performance management issues, or general concerns brought by an employee or supervisor.

The team was formed to address issues that don't necessarily fall under a formal ODCR complaint of harassment or discrimination, or typical Labor Relations questions like a wage, overtime, or seniority issue.

Employees can contact the ER team via email, in person, the hotline or the web.



**Be heard.
Report a concern
or issue.**

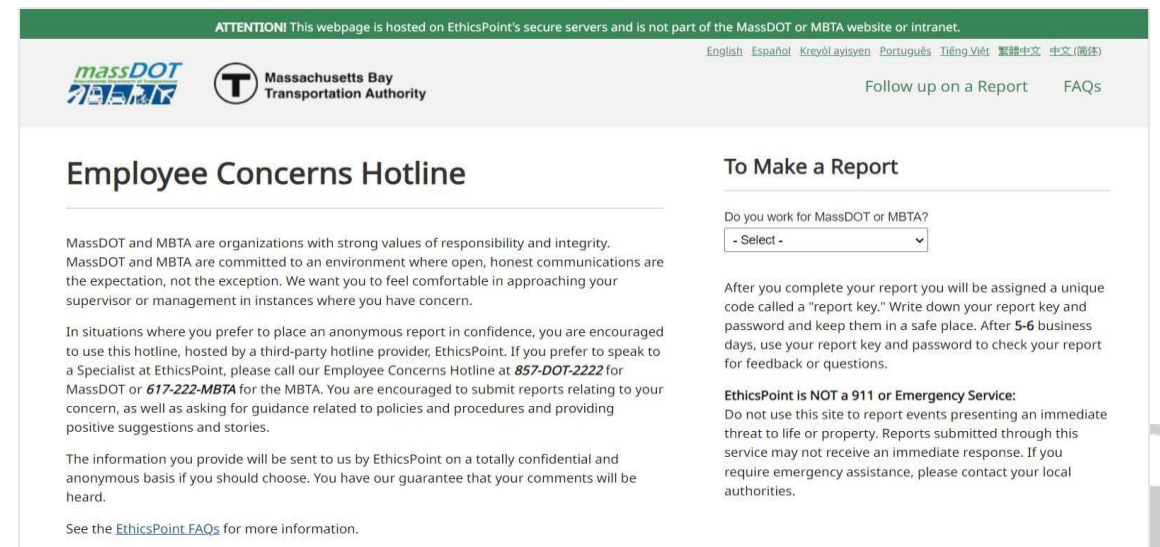
Safety Hotline
617-222-SAFE (7233)
safetynotification@mbta.com

The MBTA's Safety Hotline is available for 24-hour confidential reporting of safety concerns, suggestions, and hazards with the potential to cause injury or death, damage to MBTA facilities and assets, or service-related impacts.

Employee Concerns Hotline
617-222-MBTA (6282)
MBTA.ethicspoint.com



The Employee Concerns Hotline is an anonymous reporting resource available for all issues regarding employee relations, fraud, ethics violations, falsification of attendance records, harassment and discrimination.

 Massachusetts Bay Transportation Authority



ATTENTION! This webpage is hosted on EthicsPoint's secure servers and is not part of the MassDOT or MBTA website or Intranet.

English Español Kreyòl ayisyen Português Tiếng Việt 繁體中文 中文(简体)

  Follow up on a Report FAQs

Employee Concerns Hotline

MassDOT and MBTA are organizations with strong values of responsibility and integrity. MassDOT and MBTA are committed to an environment where open, honest communications are the expectation, not the exception. We want you to feel comfortable in approaching your supervisor or management in instances where you have concern.

In situations where you prefer to place an anonymous report in confidence, you are encouraged to use this hotline, hosted by a third-party hotline provider, EthicsPoint. If you prefer to speak to a Specialist at EthicsPoint, please call our Employee Concerns Hotline at **857-DOT-2222** for MassDOT or **617-222-MBTA** for the MBTA. You are encouraged to submit reports relating to your concern, as well as asking for guidance related to policies and procedures and providing positive suggestions and stories.

The information you provide will be sent to us by EthicsPoint on a totally confidential and anonymous basis if you should choose. You have our guarantee that your comments will be heard.

See the [EthicsPoint FAQs](#) for more information.

To Make a Report

Do you work for MassDOT or MBTA?

- Select -

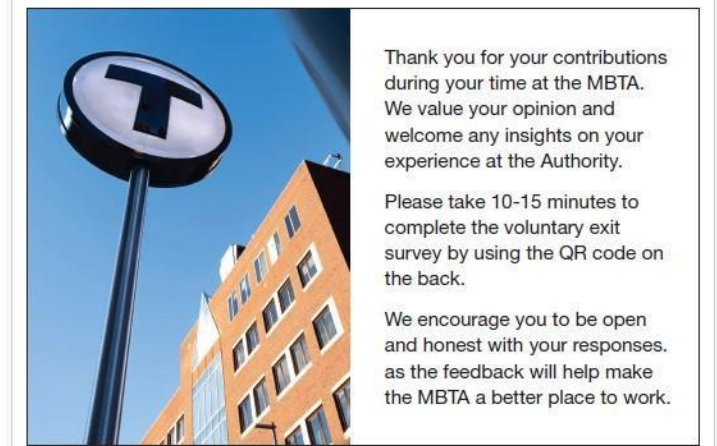
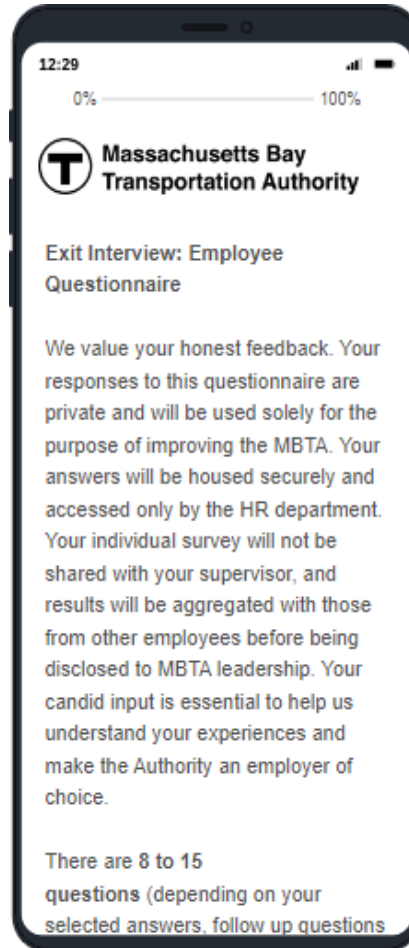
After you complete your report you will be assigned a unique code called a "report key." Write down your report key and password and keep them in a safe place. After 5-6 business days, use your report key and password to check your report for feedback or questions.

EthicsPoint is NOT a 911 or Emergency Service:
Do not use this site to report events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please contact your local authorities.

Exit Survey Implementation

As part of our commitment to continuous process improvement and employee feedback exit survey changes went live February 2024.

- This feedback will help us identify areas for improvement and implement necessary changes to make the Authority a better place to work.
- Anonymous, electronic, and mobile-friendly survey.
- Conducted by a third party, results are stored in a secure online environment to ensure that the responses remain private.
- Employees without a work email address will be sent an exit postcard, including a QR code, to their home address for completion.
- Human Resources will continue to offer in-person or virtual exit interview meetings to departing employees who wish to elaborate on the feedback provided in the survey or to discuss any concerns not covered.



Bus Operator Training Class Update

As of: 02/23/2024

Vacancies: 153* | Target Class Size: 100

*Vacancies after accounting for current in-training employees

Upcoming Dates

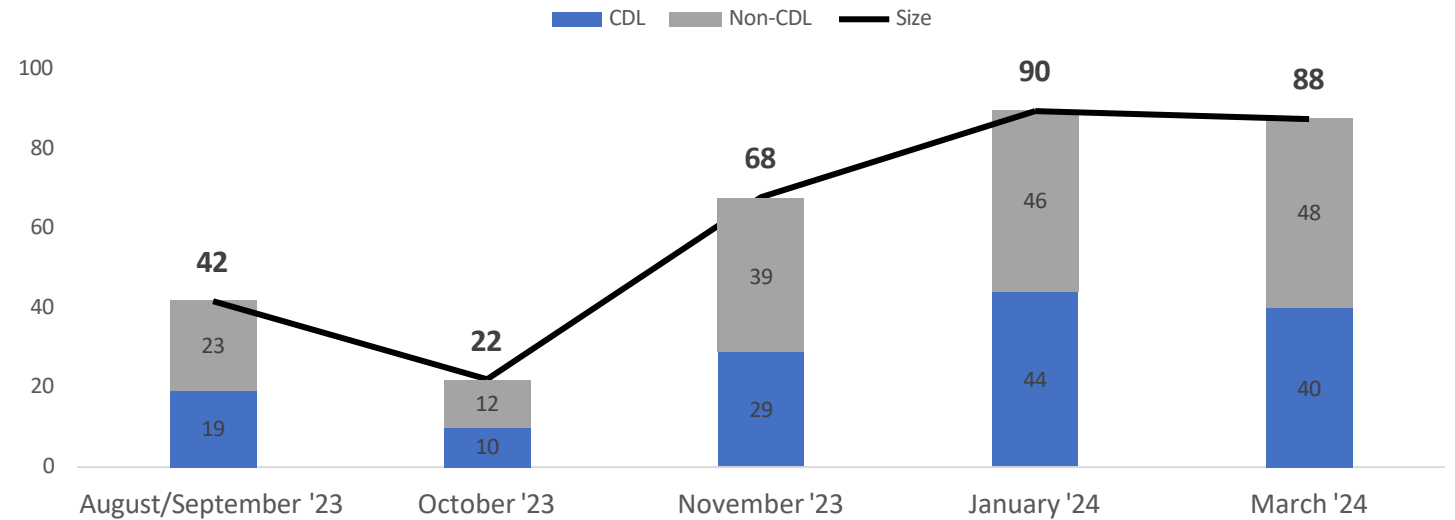
April 24: Deadline for CDL Permit candidates

April 29: CDL Permit Training starts

May 8: Deadline for CDL holder candidates

May 13: CDL Training starts

Bus Operator Training Class Size



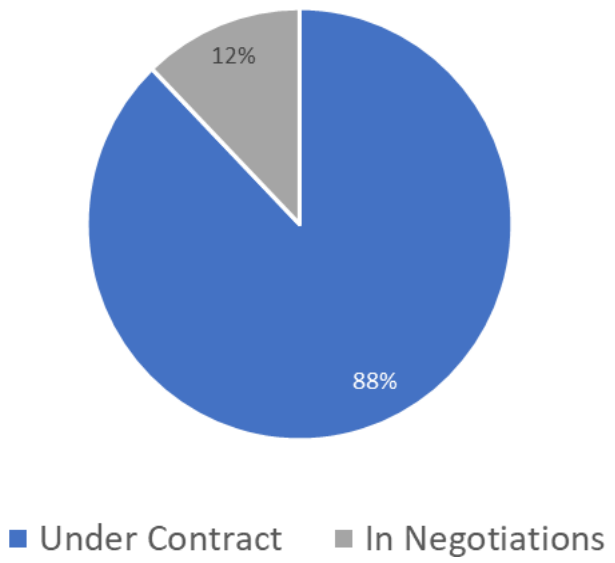
March 18, 2024, Bus Operator Class Details



Labor Relations

Labor Relations continues to partner with local unions to reach agreement on outstanding contracts

Percentage of Affiliated Workforce Under Contract



Under Agreement	In Negotiations
Alliance	Building Trades
Local 104	Local 69
Local 105	Local 717
Local 264	Steelworkers
Local 453	Transportation Executive Association*
Local 589	
Local 600	
Local 601	
Police Association	
Sergeants Association	
Superior Officers Association	*TEA will be presented to sub-committees and Board in March for approval



Look Ahead: March 2024

The Workforce Management Department, in collaboration with Customer & Employee Experience (CEX), looks forward to highlight and celebrate our workforce.

Workforce Management Department

Celebrate Women's History Month with us!

Join us in supporting the women and work of Rosie's Place.

From March 1 to March 29, we are organizing a drive to collect personal care items for donation to Rosie's Place.

Check Rosie's Place Wishlist before donating to ensure your donation can be accepted.

These essential items are distributed to the hundreds of women who visit them daily.

Drop-off Location
MBTA Workforce Management Department
10 Park Plaza, Suite 2810

Women's History Month Celebration



Transit Driver Appreciation Day



Driving Record Review Policy - Revenue Vehicle Operators and Non-Revenue Vehicle Operators

- Revenue Vehicle Operators: Bus Operator, Motorperson, Streetcar Motorperson.
- Non-revenue Vehicle Operators: Full-time Track Laborer, all Building and Construction Trades, Skilled Trades, and all Civil Service positions.
- Occasional Drivers: An employee is an "Occasional Driver" if his or her job responsibilities include operating, from time to time, on an irregular basis, a non-revenue generating Authority Vehicle.

