



**Massachusetts Bay  
Transportation Authority**

# Workforce Management Department

Ahmad Barnes, Chief Workforce Officer

May 09, 2024

# Agenda

- **Hiring Updates**
- **Bus Operator Training Class Update**
- **Attraction**
- **Workforce Initiatives Update**
- **Employee Relations Update**

# Healey Administration Hiring Update

As of: 4/24/2024

**2,478 Total Hires | 712 Separations**

**Headcount + 1,063** (Achieved Gov's goal of hiring 1,000 people)

Hiring Activity	External Hires	Internal Hires (*Promotions)	Total
Capital	96	69	165
Operations	408	457	865
Programmed Hiring	958	44	1,002
Support	313	133	446
<b>Grand Total</b>	<b>1,775</b>	<b>703</b>	<b>2,478</b>

Separations	Retirement	Voluntary	Involuntary	Total
Capital	14	37	7	58
Operations	79	49	29	157
Programmed Hiring	91	163	141	395
Support	21	69	12	102
<b>Grand Total</b>	<b>205</b>	<b>318</b>	<b>189</b>	<b>712</b>

2,478 Total Hires: 1,775 external hires | 703 internal hires (promotions)

712 Separations: 205 Retirements | 318 Voluntary | 189 Involuntary



\* Promotions include selection process internal hires only



# Fiscal Year 2024 Hiring Update

As of: 4/24/2024

**1,727 Total Hires | 431 Separations**

**Headcount + 808**

Hiring Activity	External Hires	Internal Hires (*Promotions)	Total
Capital	55	38	93
Operations	291	322	613
Programmed Hiring	685	35	720
Support	208	93	301
<b>Grand Total</b>	<b>1,239</b>	<b>488</b>	<b>1,727</b>

Separations	Retirement	Voluntary	Involuntary	Total
Capital	5	18	6	29
Operations	53	30	19	102
Programmed Hiring	46	92	97	235
Support	14	44	7	65
<b>Grand Total</b>	<b>118</b>	<b>184</b>	<b>129</b>	<b>431</b>

1,727 Total Hires: 1,239 external hires | 488 internal hires (promotions)

431 Separations: 118 Retirements | 184 Voluntary | 129 Involuntary



\* Promotions include selection process internal hires only

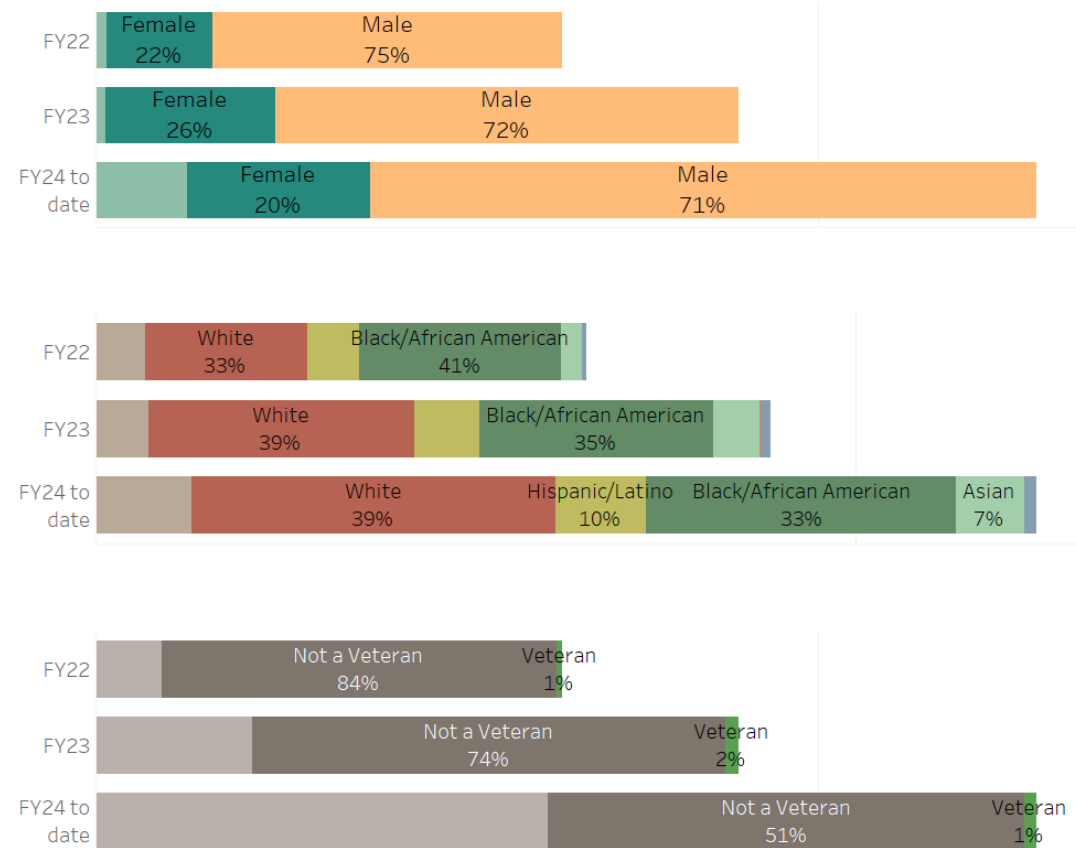
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# Demographics of External Hires

As of: 4/24/2024

MBTA external hiring in FY24 has been focused on operational and maintenance roles to support the Authority's service and repair goals. Hiring demographics reflect MBTA hiring geographies and industries. FY24 hires have had a decreased proportion of women versus FY23 (26% to 20%) and the proportion of hires by racial/ethnicity group and veteran hires have remained close to FY23 levels.

	FY22	FY23	FY24 to date
<b>External Hires by Sex</b>			
Female	145	234	<b>254</b>
Male	485	641	<b>921</b>
Not specified	17	15	<b>64</b>
<b>External Hires by Race / Ethnicity category</b>			
American Indian or Alaska Native	5	14	<b>17</b>
Asian	28	61	<b>89</b>
Black or African American	266	307	<b>409</b>
Hispanic or Latino	68	87	<b>118</b>
Native Hawaiian or Other Pacific Islander	0	1	<b>0</b>
White	213	349	<b>480</b>
Not specified	67	71	<b>126</b>
<b>External Hires by Veteran Status</b>			
Veteran+	9	18	<b>16</b>
Not a Veteran	545	655	<b>658</b>
Not specified	93	217	<b>565</b>
<b>Total external hires</b>	<b>647</b>	<b>890</b>	<b>1,239</b>



Terminology above reflects EEO category names



# Bus Operator Training Class Update

As of: 04/26/2024

**Vacancies: 124\* | Target Class Size: 100**

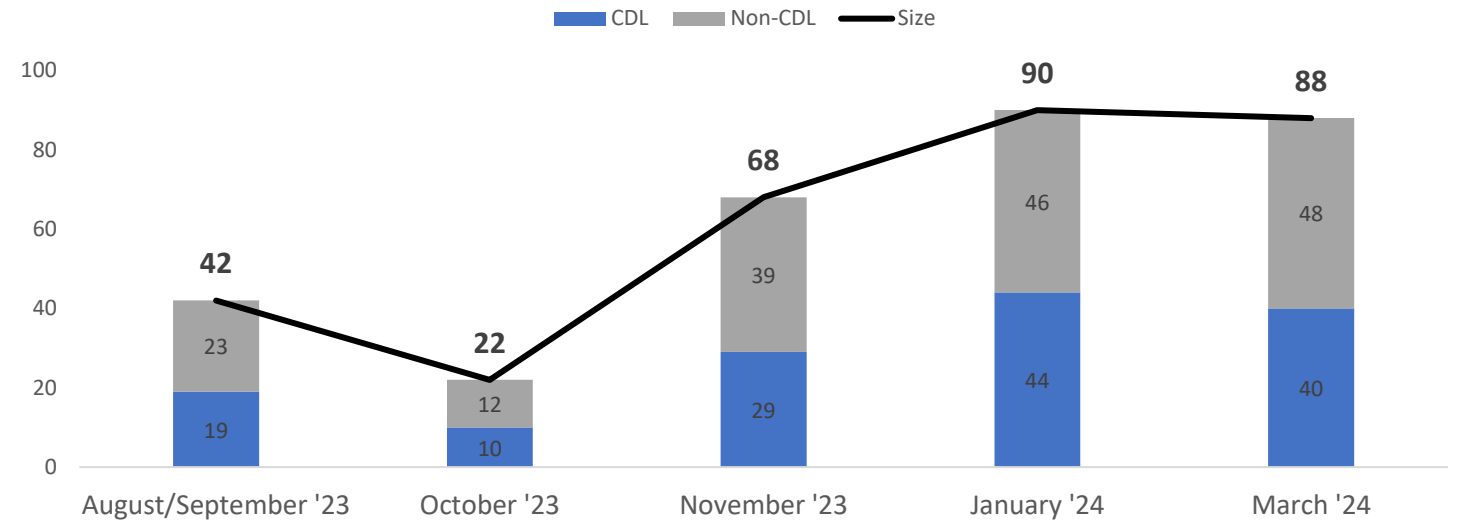
*\*Vacancies after accounting for current in-training employees*

## Upcoming Dates

**May 8:** Deadline for CDL holder candidates

**May 13:** CDL Training starts

Bus Operator Training Class Size



## May 13, 2024, Bus Operator Class Details



# Attraction: Diversity of Workforce

## External Engagement Team Upcoming Events:

### May

- 5/1 MassHire info session
- 5/16 El Mundo Career Fair
- 5/23 2024 Aviation and Maritime STEM Expo
- 5/23 Revere High School Union Trade Fair

### June

- 6/6 BPS Adult Education College & Career Fair

## Tour for Women of NAA

- On April 16, the MBTA hosted a tour of the Riverside car house for the Women of the NAA, a group of dedicated female students at **National Aviation Academy**.
- The group got a behind-the-scenes look into the day-to-day operations. Students were enjoyed seeing the facilities and learning about employment opportunities at the T.
- This was a great opportunity to strengthen the relationship with NAA and promote career exploration and opportunities to a diverse group.



# FY23 Supplemental Budget: Workforce Initiatives Update

The MBTA received \$20 million in supplemental funding to deliver on the Governor’s Policy Initiative to expand and increase the MBTA’s hiring and retention efforts as quickly as possible.

As part of the MBTA’s overall workplan to become an Employer of Choice and spark the growth of the MBTA workforce, this funding supported the MBTA’s ability to hire and fill critical positions and spurred the Authority’s -ability to foster sustainable growth of headcount moving forward.

Status	Initiative
✓	Training School Expansion
✓	Retention Bonus: Targeted retirement eligible employees (FY24)
✓	Expansion of the Sign-on Bonus: Increased to \$7,500 and expanded to include 7 of the primary entry level positions (FY23 – FY24)
✓	Increased Entry Level Pay for Bus Operators
✓	Robust Marketing Campaign





# Sign on Bonus

As of: 5/01/2024

A \$4,500 sign on bonus first started in \*March 2022, for Bus Operators. In April 2023, the sign on bonus was increased to \$7,500 and expanded to additional feeder pool classifications; several roles received bonuses retroactively for all hires since October 2022. The \$7,500 sign on bonus is set to expire June 30, 2024

Position	Hiring Bonus effective date	FY22 hires	FY23 hires	FY24 to date hires	Hires since Bonus Effective Start *
Bus Operator	Mar-22	210	191	344	617
Heavy Rail Motorperson	Oct-22	55	60	94	147
Light Rail Streetcar Motorperson	Oct-22	112	121	169	251
Track Laborer	Oct-22	0	19	99	118
Rail Vehicle Maintenance Technician (formerly Rail Repairer)	Oct-22	5	24	58	78
Fueler	Apr-23	12	31	51	69
Service Technician	Apr-23	5	38	43	45
<b>Total</b>		399	484	858	1325

\* First payments made in June-July 2022. First payment is \$4,500 after 90 days of service and second payment is \$3,000 after one year of employment

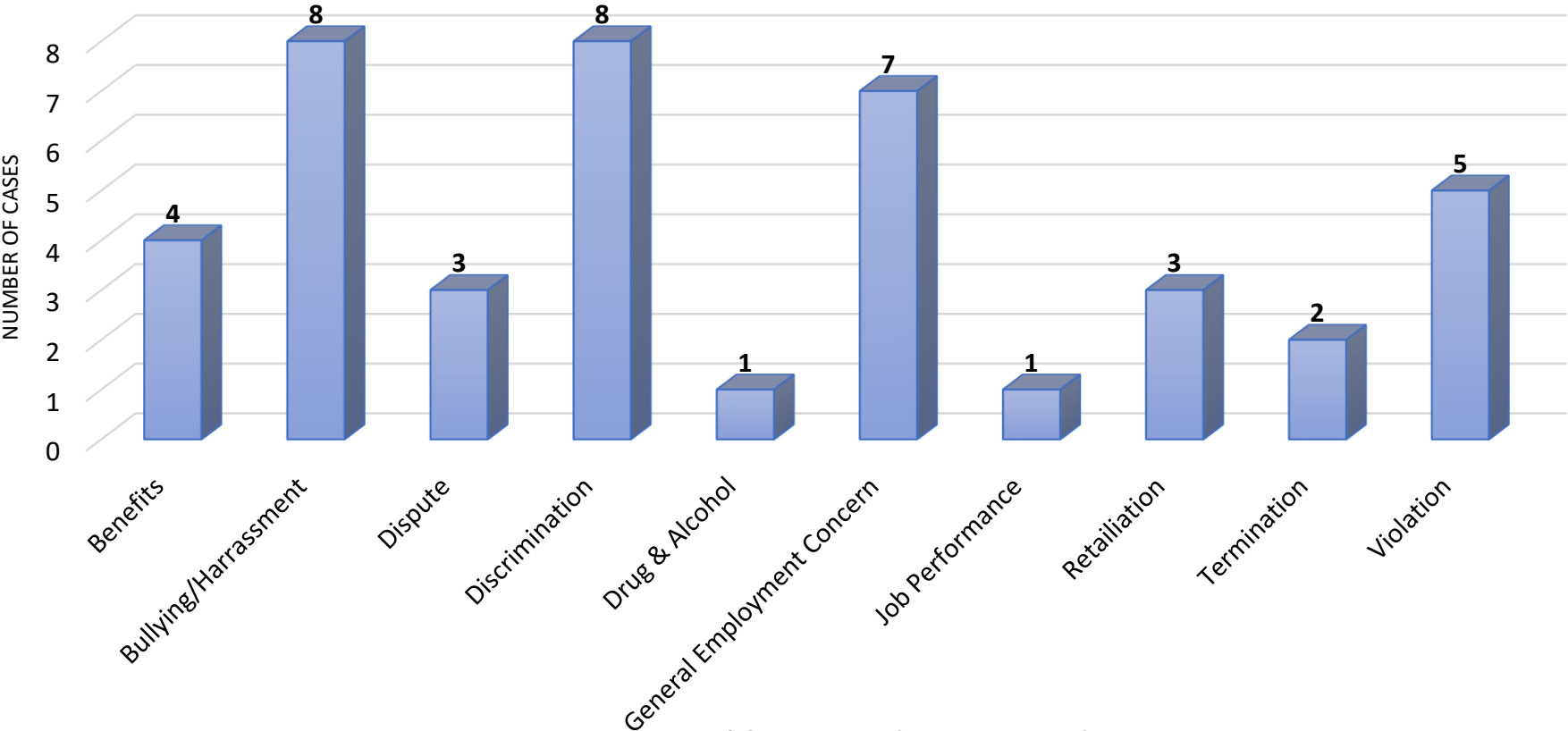


# Employee Relations Update

The Employee Relations is now up and running. The team began case management and recording in September 2023.

Period September 07, 2023-April 02, 2024

42 Total Cases: 29 Closed and 13 Open | Average Time to Close Case: 30 days | 45% of cases came through Ethics Point



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

 **Safety Hotline**  
617-222-SAFE (7233)  
[safetynotification@mbta.com](mailto: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](http://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



# Appendix

# Calendar Year 2024 Hiring Update

As of: 3/27/2024

**539 Total Hires | 132 Separations**

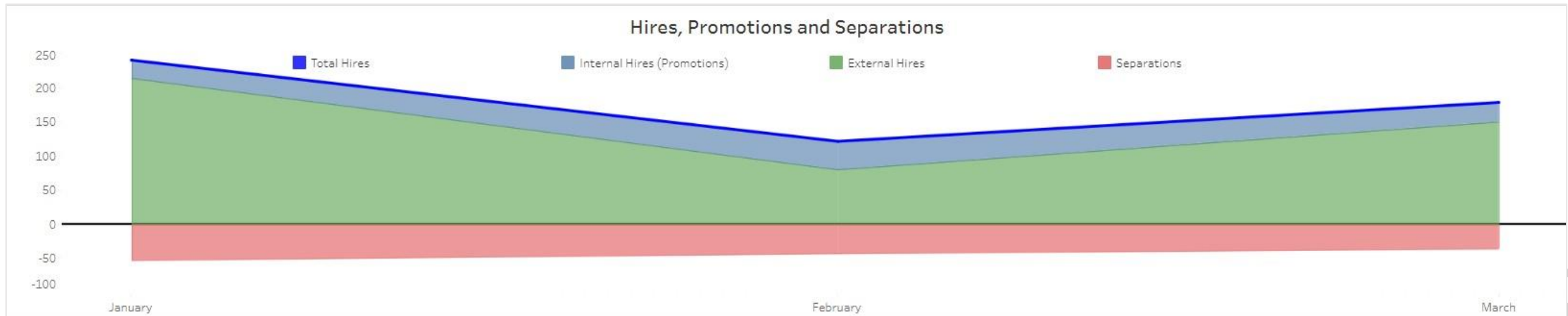
**Headcount + 312**

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
<b>Grand Total</b>	<b>444</b>	<b>95</b>	<b>539</b>

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
<b>Grand Total</b>	<b>31</b>	<b>61</b>	<b>40</b>	<b>132</b>

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
<b>Grand Total</b>	<b>1,720</b>	<b>612</b>	<b>2,332</b>

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
<b>Grand Total</b>	<b>199</b>	<b>305</b>	<b>178</b>	<b>682</b>

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

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
<b>Grand Total</b>	<b>1,184</b>	<b>397</b>	<b>1,581</b>

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
<b>Grand Total</b>	<b>112</b>	<b>171</b>	<b>118</b>	<b>401</b>

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

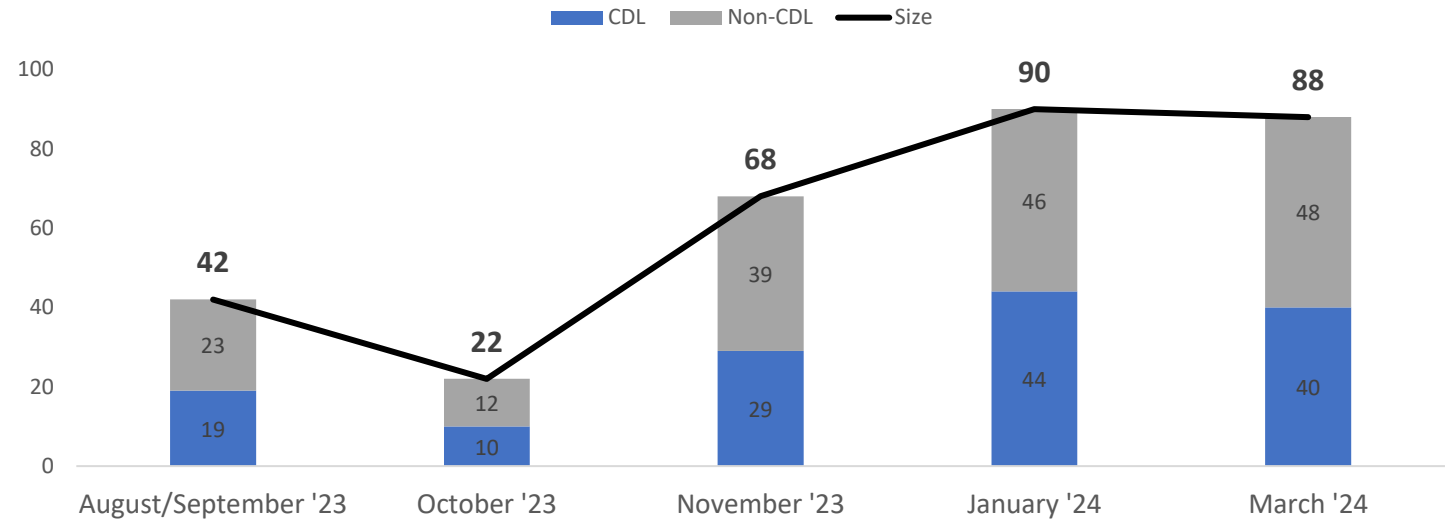
**April 24:** Deadline for CDL Permit candidates

**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:**

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

Criteria	
<b>Felony</b>	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.
<b>Misdemeanor</b>	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.
<b>Pending Cases</b>	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.
<b>Sealed/Expunged Records</b>	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.
<b>Other Considerations</b>	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"><li>• Five (5) or more surcharge points</li></ul>
Past 5 years	<ul style="list-style-type: none"><li>• A license suspension that resulted from one or more Traffic Law Violations.</li></ul>
Past 10 years	<ul style="list-style-type: none"><li>• Any license suspension resulting from a drug conviction</li><li>• A 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 jurisdiction</li><li>• A refusal of a breathalyzer test</li><li>• An Interlock restriction</li></ul>
All time	<ul style="list-style-type: none"><li>• A conviction, guilty plea, finding of responsibility or continuance without a finding (CWOFF) of motor vehicle homicide.</li></ul>

# 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!**



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

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- 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.

