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Women + Girls

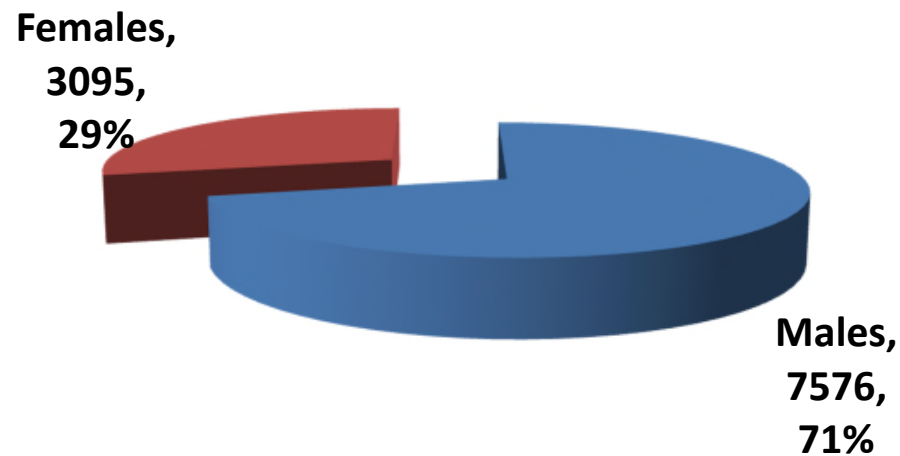
GOVERNING COUNCIL

Metro Service Attendants

Metro Workforce by Gender

Problem

- Metro has 10,671 employees
- 3,095 (29%) of Metro staff are female



Identifying the Problem Areas

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929 job classifications at Metro

Where do we start?



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Identifying the Problem Areas continued...

Background

- ✓ We identified the number of employees in each job classification, by gender
- ✓ We focused on job classifications with high number of employees that are underrepresented by females

	FY17 % of Female Under-utilization	Metro Employees	Job Classifications per category	Males	Females	% of Females
EE01 - Officials & Administrators	-1%	668	340	436	232	35%
EE02 - Professionals	4%	753	257	359	394	52%
EE03 - Technicians	-5%	673	40	447	226	34%
EE04 - Protective Services	1%	168	5	135	33	20%
EE05 - Paraprofessionals	4%	100	38	45	55	55%
EE06 - Administrative Support	-18%	544	108	251	293	54%
EE07 - Skilled Craft	-4%	2001	88	1962	39	2%
EE08 - Service Maintenance	-11%	5764	53	3941	1823	32%
	TOTAL	10671	929	7576	3095	29%



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54%

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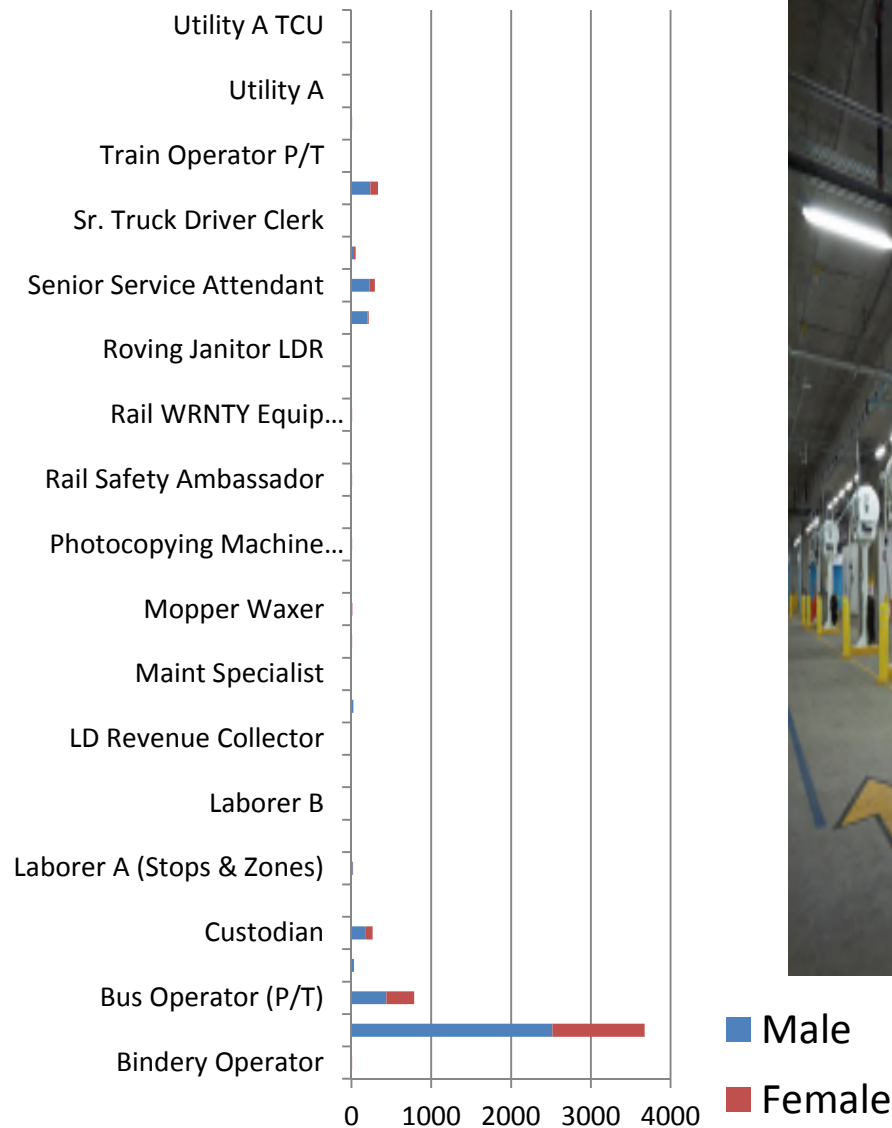
Job Classifications in EEO8

Background

54% employees in EEO 8

4462 Bus Operators

563 Service Attendants (including SR., Leads) – 18% are female (103)



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Service Attendant Minimum Qualifications

- Reviewed recruitment process and found it is geared as a career path to Mechanics.
- MQ's require two year's full-time experience performing vehicle servicing and cleaning or One year completion of automotive technology and/or repair; Ability to lift and move objects weighing up to 80lbs.
- Multiple choice test is currently geared to Mechanics -
 1. What will happen if you fail to add water to a battery?
 2. Corrosion of battery terminals may be prevented or delayed by?

Service Attendant Interview

- Interviewed Division 15 Service Attendant on day-to-day responsibilities. Examples given:
 - Drive bus to fuel station
 - Open fare box and vault the fare box
 - Deep clean bus
 - Mop
 - Wipe down the dash board with a damp rag
 - Wipe dirt off seats
 - Scrub dirt off tires

Service Attendant Recruitment at a Glance

	Bulletin 00829-012			Bulletin 00829-013		
	Opened Date	Close Date		Open Date	Close Date	
	9/1/2016	9/14/2016		6/26/2017	7/10/2017	
	Female	Male	Total	Female	Male	Total
Applicants by gender	303	1042	1345	376	1067	1443
	23%	77%		26%	74%	
Applicants who met Minimum Qualifications	29	289		36	275	
	10%	28%		10%	26%	
Applicants who took the exam	29	289		36	275	
Applicants who passed the exam	2	72		6	64	
	7%	25%		17%	23%	
Applicants who were interviewed	2	72		6	64	
Applicants who passed the interview	2	60		5	61	
	100%	83%		83%	95%	



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Improving Service Attendant Recruitment

- Advertising – female applicant pool is small
 - > 1350 applicants < 30% female
 - Recommendation: Diversity boost – create brochures to include company benefits, tuition reimbursement, promotional opportunities, wages, etc. Have current SA (or those promoted from) participate in job fairs/schools to speak to potential applicants about their experience.
 - Add additional step to advertising.
Internal (*all employees*) should have priority to external candidates.
- Job requirements
 - Recommendation: keep in line with job duties
 - Currently requires ability to lift/move 80lbs: Recommendation: lower to 50lbs as they are needed to lift the weight of a bag of absorbent used to clean up oil spills, etc. 80lbs is no longer required.



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Improving Service Attendant Recruitment

- **Multiple choice test**
 - Reviewed test with current Service Attendant who confirmed questions are geared to Mechanics and not the Service Attendant's responsibilities.
- **Lifting test** – currently 80lbs sandbag
 - Recommendation: reduce to 50lbs.
- **Interview**
 - Review for accuracy to stay consistent with Service Attendant duties only.

Career Path

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Don't limit career paths!

- Senior Service Attendant
- Service Attendant Leader
- Equipment Service Supervisor
- Different union/non-contract

- Sr. EO of Maintenance is open to creating certification program for promotional advancement to Mechanics.



Obstacles

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- Salary – moving from one union to another
 - Keep at same pay grade
 - Priority to internal

