

Bus Operator Vacancies

August 17, 2006



Metro

Issue

- Approximately 300 vacant Bus Operator positions
- High vacancy rate requires more Operator OT at cost of approx. \$4M - \$5M per year
- Use of OT causes Operator fatigue
- Risk of missed runs
- Previous efforts were not correcting the problem

Task Force

Task Force initiated by CEO & DCEO

– Previous activities

- Job fairs
- Job bulletins to educational institutions and “one stop” centers
- Ads
- Internet

– New initiatives

Strategies

- Operations & UTU:
 - Increased pay
 - Temporarily relaxed work rules for use of PT Operators
 - Suspended use of BDOF classification
 - Other changes in training
- Marketing:
 - Brochure
 - Tail ads on buses
 - New newspaper ads
 - PAX and Transit TV

Strategies - Marketing

metro.net
**America's best
 offers you the best.
 Drive a Metro Bus.**

Now hiring! Call 213.922.DRIVE

The Los Angeles County Metropolitan Transportation Authority (Metro) is the winner of the 2006 Outstanding Transportation System Award.

Serving 1.4 million riders on average each weekday with a fleet of more than 2,500 buses, Metro has immediate openings for bus operators. Come join America's best.



Metro offers a future of steady paychecks, full benefits, retirement plan, opportunities for advancement and more!

Call 213.922.DRIVE and start your future now!



- > **Medical/Dental/Vision Plan** – A choice of multiple medical and dental plans, which may include Preferred Provider, non-PPO and HMO plans. Vision plan included with all options.
- > **Retirement Pension Plan** – Vested after ten years of service. Retirement age is 55 or any age with 23 years of service.
- > **401(k) Thrift Savings and 457 Deferred Compensation Plans**
- > **Vacation Pay** – One to six weeks of vacation a year depending on years of service.
- > **Holidays** – Six to eight legal holidays a year and 2–6 floating holidays.
- > **Sick Pay**
- > **Group Life Insurance** – Agency paid after two years of service.
- > **Transit Passes** – Employees, spouses and dependents ride free on Metro buses and trains.
- > **Transportation Subsidy** – Up to \$105 monthly subsidy toward Metrolink or other transit operators' passes.

- > **Tuition Reimbursement** – \$175 per course for undergraduate, \$325 per course for graduate (up to four courses per year)
 - > **US Savings Bond Program**
 - > **State Disability Insurance**
 - > **Credit Union Membership**
 - > **In-house Training Classes**
 - > **Metro Store discounts** on sporting events, movies amusement parks
- Previous bus driving experience is not required to become a Metro Bus operator. Complete training is provided with hourly pay during training and an immediate raise upon completion.**
- > Earn \$10.30 an hour during training
 - > Earn \$13.36 an hour upon completion of training (six weeks)

Who we are:

Metro is unique among the nation's transportation agencies. It serves as transportation planner and coordinator, designer, builder and operator for one of the country's largest, most counties.

Metro operates nearly 200 bus lines in Los Angeles County, serving some 396 million bus passengers each year.

What we are looking for:

- > At least 21 years of age
- > Valid driver's license for minimum of two years
- > Satisfactory driving record
- > Ability to speak, read, write English
- > Six months of experience with the public

4-10-06 Metro.net



Strategies - Marketing

Newspaper Ad

America's best offers you the best. Drive a Metro Bus.



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Metro offers a future of steady paychecks, full benefits, retirement plan, opportunities for advancement and more:

- A choice of multiple medical and dental plans
- Incremental pay increases
- One to six weeks of vacation a year, depending on years of service
- Retirement package available after 23 years of service

Previous bus driving experience is not required to become a Metro Bus operator. Complete training is provided with hourly pay during training and an immediate raise upon completion. What we are looking for:

- At least 21 years of age
- Valid driver's license for minimum of two years
- Satisfactory driving record
- Ability to speak, read and write English
- Six months of experience with the public

Join America's best. Call 213.922.DRIVE and start your future now.



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Tail Ads on Buses

A rewarding career is just a phone call away. Call 213.922.DRIVE.



Drive a Metro Bus.



Strategies - Outreach

- **Community Outreach**
 - Participate in many community events
 - Promote Metro Bus Operator career opportunities
 - Job fairs in sectors
- **Institutional Outreach**
 - High School and Community College Adult Ed Programs
 - CBOs, one stop work centers, job corps, many other non-profits

Bus Operator Bridge Program

- Metro partnership with LACCD, WorkSource, WIB and Literacy@Work
 - Classes tailored to prepare candidates to succeed in Bus Operator training
 - “Transit” English (tutors on request)
 - Critical thinking
 - Study skills
 - Customer service
 - Interviewing
 - Pilot program began week of August 14

Bus Operator Bridge Program



Exciting Career Opportunity – Metro Bus Operator!

The Los Angeles County Metropolitan Transportation Authority (Metro) is providing free training to qualified candidates.

Previous bus driving experience is not required.

Initial requirements include:

- Valid driver's license for minimum of two years
- At least 21 years of age
- Satisfactory driving record
- Ability to speak, read, and write English

Benefits include:

- \$10.30/hr MTA training wage
- \$13.36/hr after six weeks
- Medical/dental/vision plan
- Holiday and sick day pay

Pre-screening recruitments will be held:

Wednesday, August 2, 10:00 a.m. or

Friday, August 4, 10:00 a.m.

(Please arrive promptly and be prepared to stay two hours.)

Bring current CA driver's license, right to work documents, and current H-6 printout.)

**Wilshire Metro WorkSource Center
3550 Wilshire Blvd., Suite 500
Los Angeles, CA 90010**

**For information, please contact Maria Newton
(213) 365-0929 ext. 143**

Note: Parking will not be validated.



Funded by the City of Los Angeles Workforce Investment Board Equal Opportunity/Employer Program.
Auxiliary aids and services available to individuals with disabilities with 72 hours advance notice – call (818) 781-2522, ext. 377



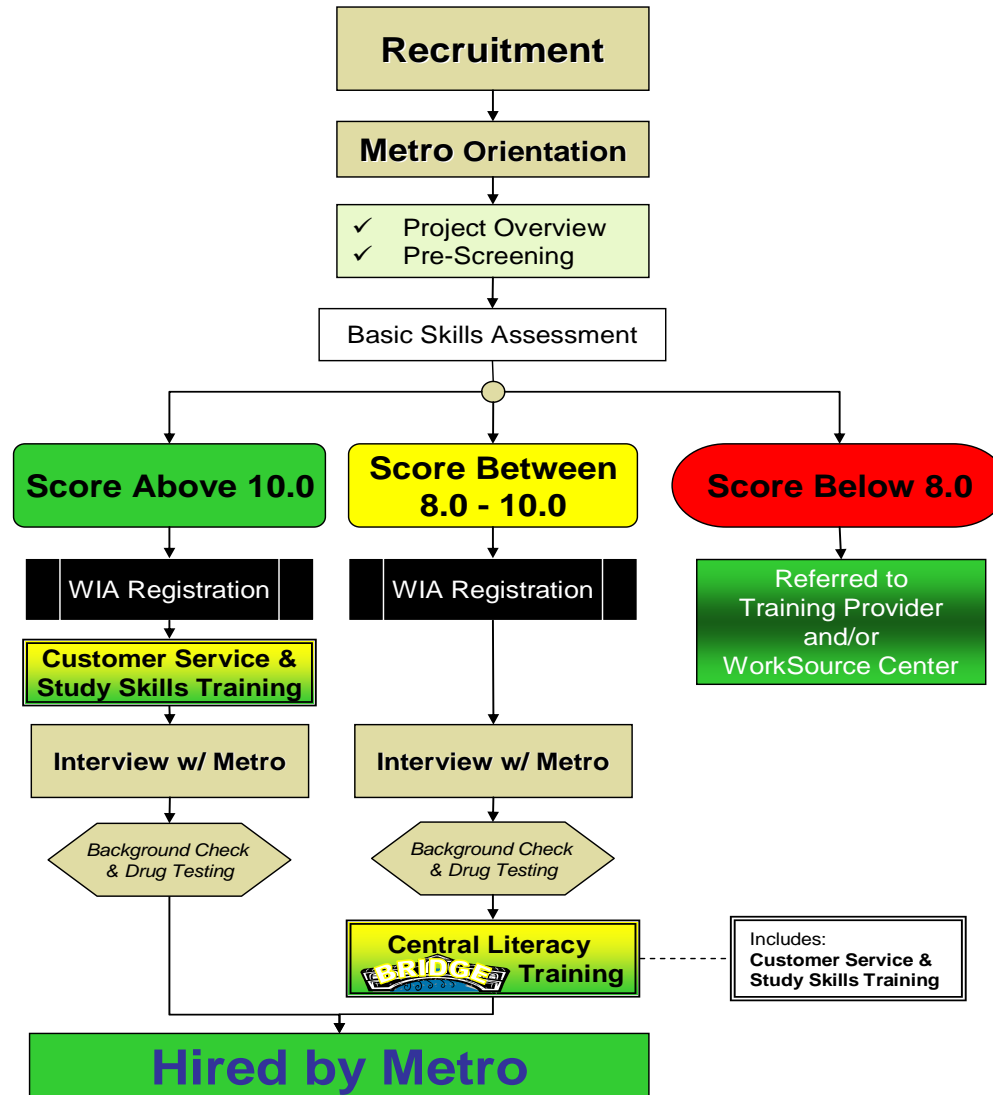
Bus Operator Bridge Program



Metro

Los Angeles County
Metropolitan Transportation Authority

Bus Operator Pilot Project



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Other Ideas Considered

- **Employee referral bonus**
 - 50% after passing training and 50% after passing probation
- **Professional Recruiter**
 - Task Force is doing most activities recruiter identified
 - Cost
 - No guarantee of success

Next Steps

Events and partnerships

- Hire LA Youth 2006 – 4 events
- El Sereno Job Fair
- Other community events
- Evaluate, refine and seek funds to expand Bridge Program
- Foothill Employment & Training Connection
- Seek other agency and non-profit partners

Media

- New video: “A Day in the Life of a Metro Bus Operator”
- Ads promoting part-time operator for long-term
- PSAs on local TV
- Continue current marketing campaign



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LACCD Locations

