



Streamlining and Strengthening Bus Operator Hiring: Insights from National Research on Transit Agency Practices

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U.S. Department of Transportation
Federal Transit Administration

A program of the **Federal Transit Administration** administered by the International Transportation Learning Center



Transit Workforce Center – Mission

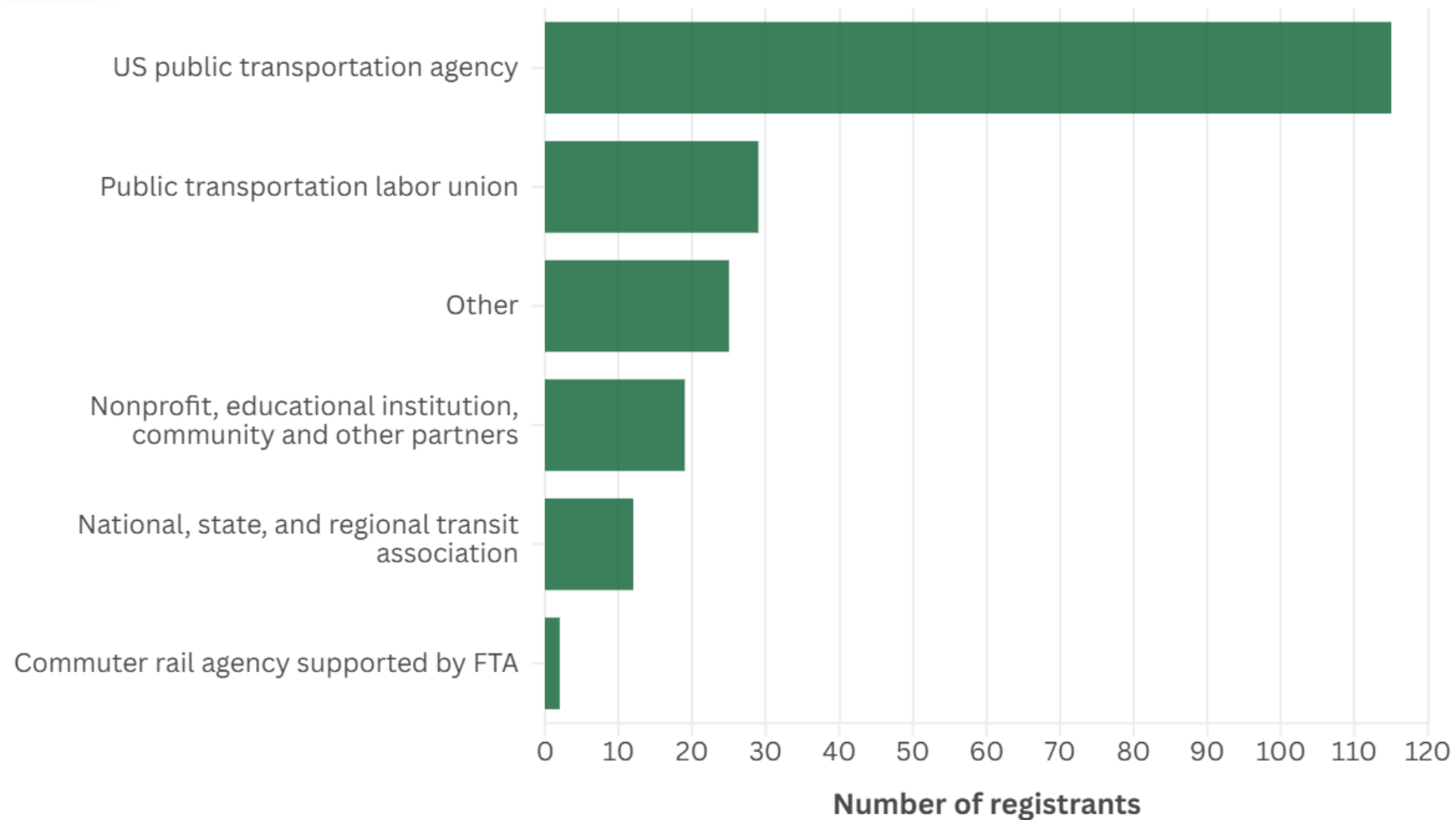


The **Transit Workforce Center** (TWC) is the Federal Transit Administration's national technical assistance center for transit workforce development.

Operated by the **International Transportation Learning Center** (ITLC), TWC supports the workforce development needs of urban, suburban, tribal, and rural public transportation entities across the country.

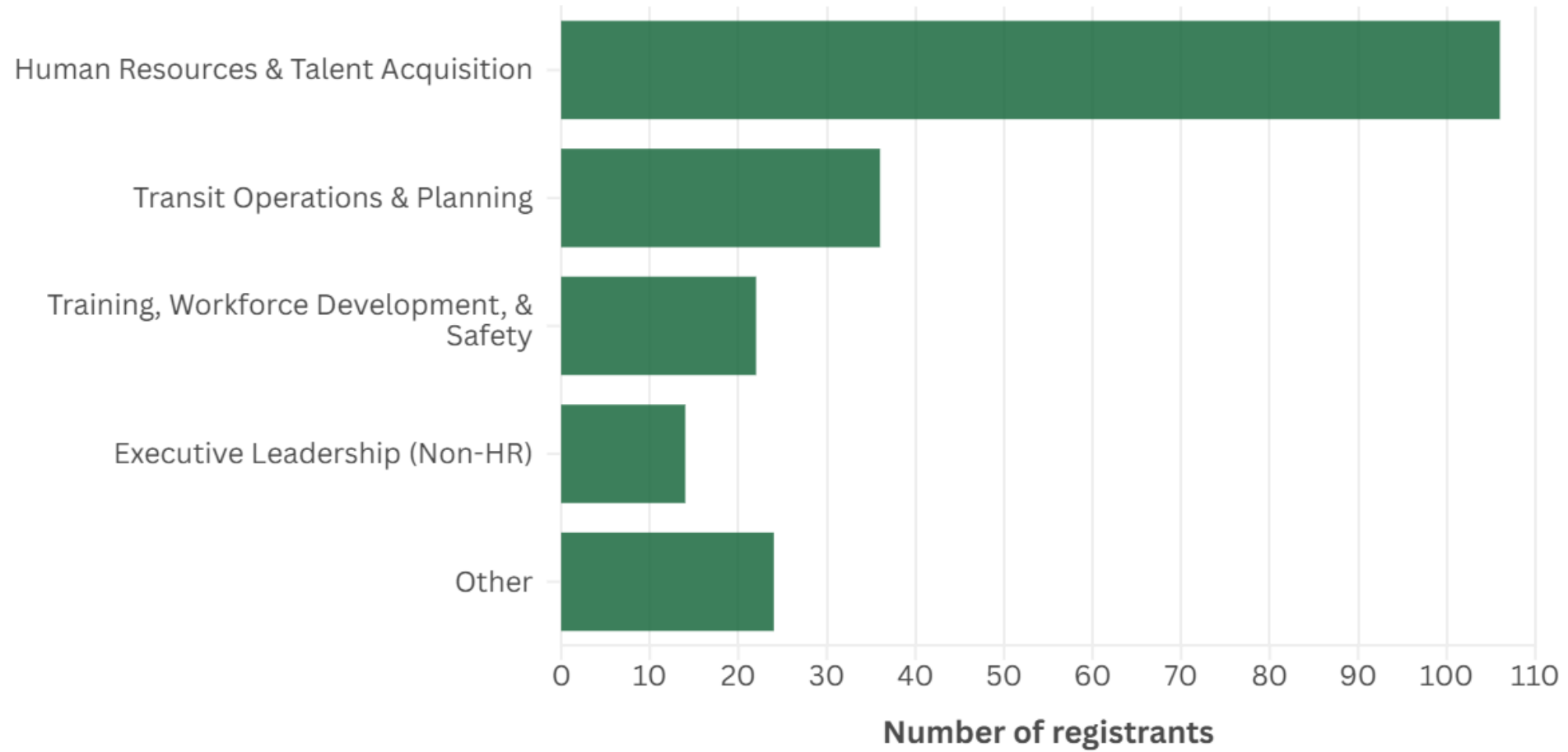


Who's in the Room?





Who's in the Room?





Streamlining Operator Hiring Practices

This TWC research effort is aimed at documenting current transit agency hiring processes for operators and producing new resources to support agencies' operator hiring efforts.



<https://www.transitworkforce.org/streamlining-operator-hiring-practices/>





What We Did



Review of background information and literature



Survey of 74 transit agencies



Interviews with 15 transit agencies & 2 union locals involved in hiring process



Resources Now Available



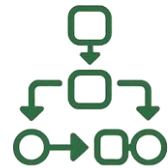
Research briefs



Models for union participation



Tip sheets and checklists



Diagrams of sample process flows

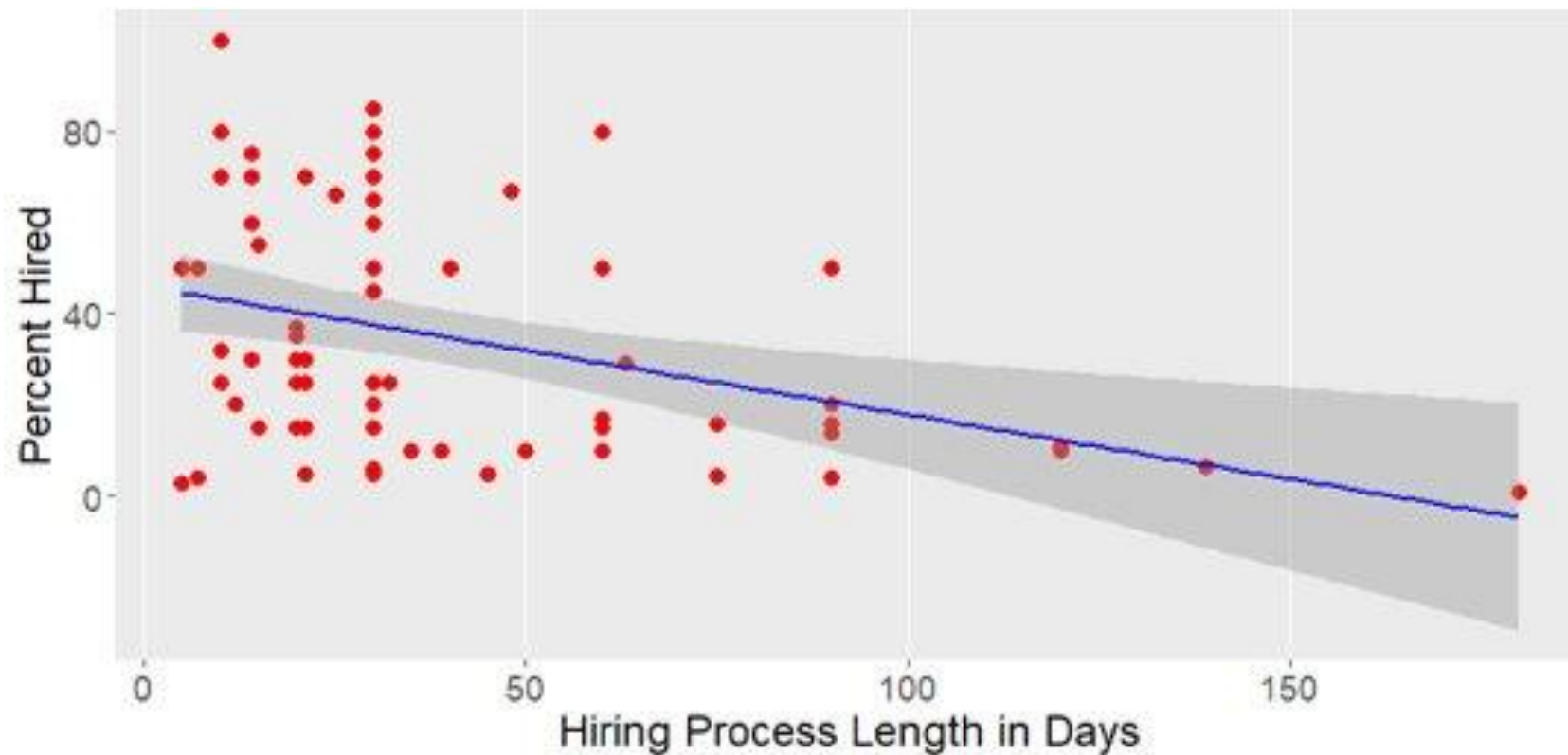


Short case studies



Our Survey Results*

Respondents with longer hiring processes tended to hire a smaller percentage of applicants



Mean time between application submission and start date was **51 days**

**Survey was not based on a random sample; results are not necessarily representative.*



Our Survey Results*

Bottlenecks:

- Criminal background check
- Medical examination
- Time waiting for a training start date

Each takes longer than nine days on average.

STEP	AVERAGE LENGTH IN DAYS
Waiting for start of training	17.3
Initial application screening	14.7
Physical exam	11.5
Criminal background check	9.1
Job interview process	8.9
Drug/alcohol testing	7.0
References	6.7
Assessments/tests	6.2
Driving record review	5.1

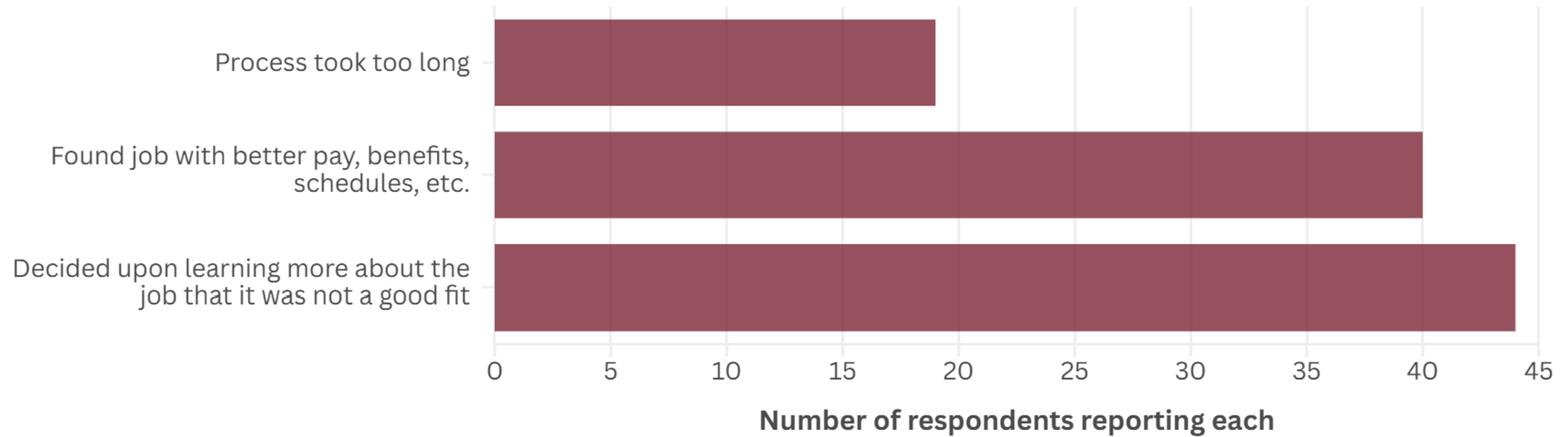
*Please note that because some steps occur concurrently, the sum of the lengths of all steps does not add to the total average length of the process.

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Survey Results*

Common Reasons for Applicant Withdrawal



Agencies responding that process length was a factor had longer hiring processes on average

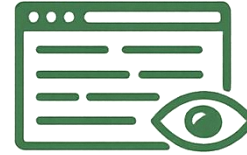
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Best Practices for Efficient Hiring



Hiring on a cycle
versus continuously



Job and process
transparency



Concurrent steps



Tracking data



Frequent
communication



Differentiate training
between CDL holders
and non-holders



Strategies: Job Postings

- Describe tasks specifically
- Remove outdated requirements
- Foreground customer service component in job description
- Need ideas? See the **TWC Recruitment Toolkit** and **Sample Custom Advertising Templates**



Be a Driving Force in Your Community

- Job benefits
- Flexible scheduling options
- Health and other benefits
- Opportunities for advancement

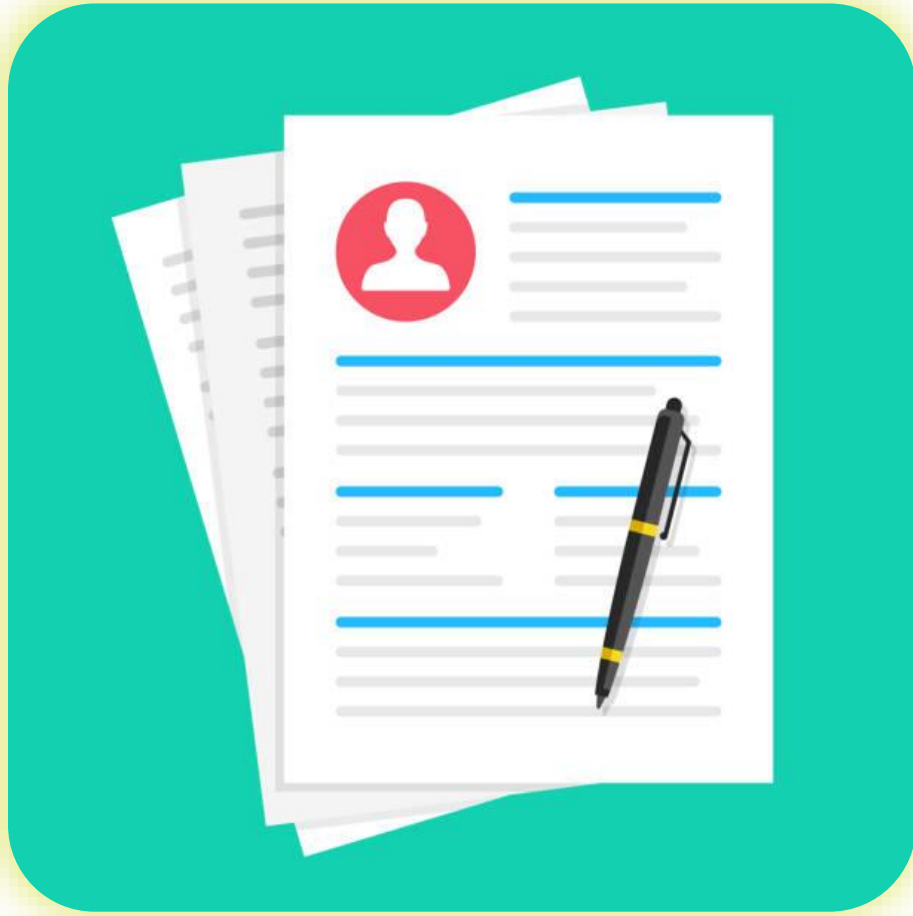
+ special perks +

Agency info here, e.g. agency link, recruitment event info, additional benefits, contact info, address, phone #

QR code



Strategies: Simplify the Application



- Short application followed by phone call
- Offer assistance with longer application
- Consider hosting single-day hiring events



Strategies: Interviews

- Try out booking links
- Focus on past behavioral questions, rather than hypotheticals
- Get the interview scheduled quickly
- Interviewers: experiment with number and role
- Look for soft skills





Strategies: Assessments and Tests

- Don't let the test *become* the bottleneck
- Collect data
- Consider relevance to job at hand





THANK YOU!



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Expert Panel



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