

HIRING AND WORKFORCE UPDATE

Tom McKone
Chief Administrative Officer
May 10, 2023



2023 HIRING IS OFF TO A STRONG START

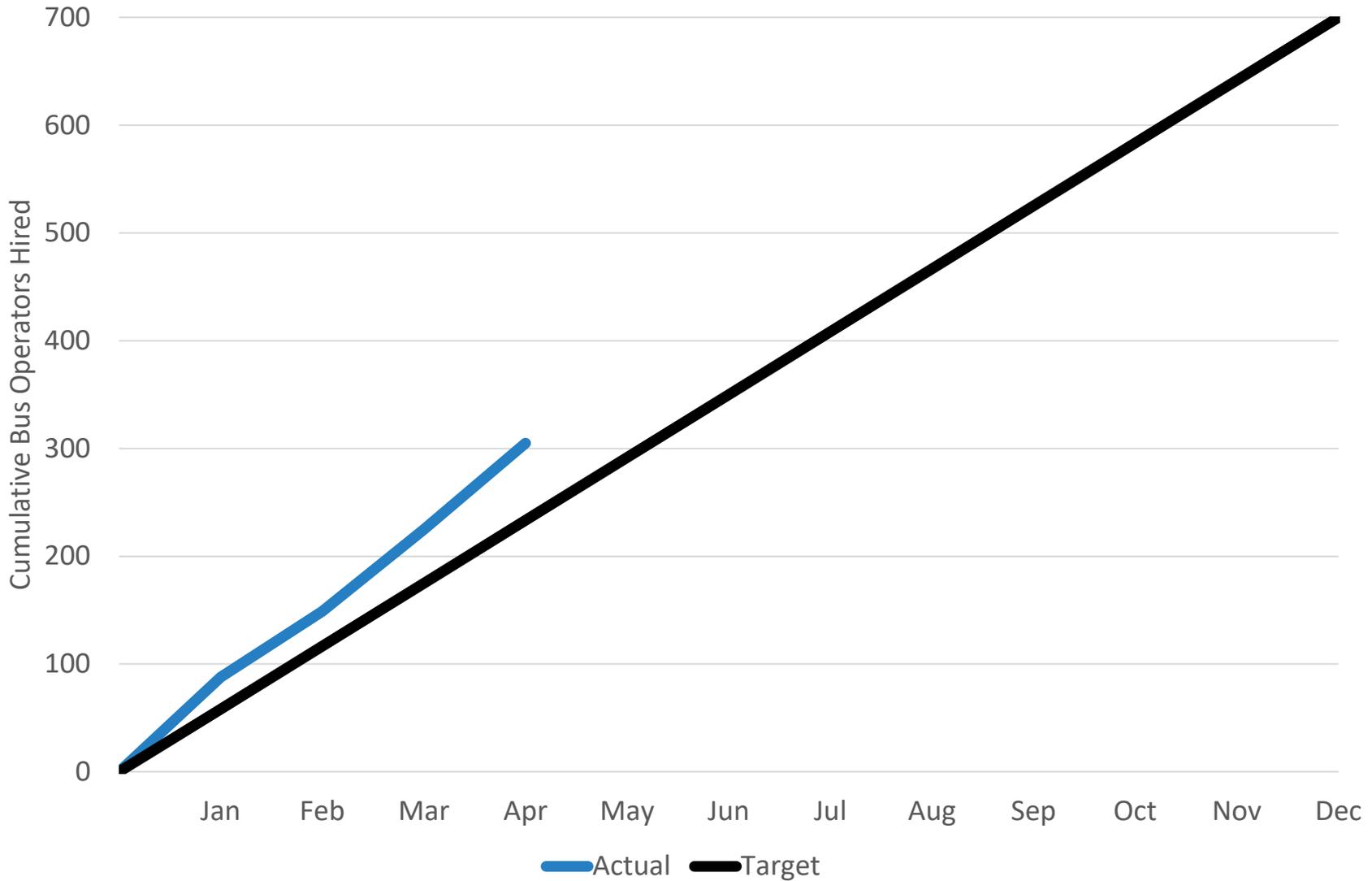
- **304 bus operators hired in first 4 months**
 - 139 more than hired during equivalent period in 2019
- **42 bus mechanics hired in first 4 months**
 - Eight more than were hired in all of 2022
- **First rail operator class of 2022 completed on April 9. Second will complete the week of June 3. Third will complete at the end of July.**
- **5 CTA-hosted job fairs with cumulative attendance of 1,741**
- **Total workforce is 9,864**
 - Was 9,751 at the end of 2022



HIRING EVENT ON APRIL 28



PROGRESS TOWARD 2023 HIRING TARGET



POSITION IMPROVEMENTS

- **Began directly hiring full-time bus operators (Feb 2022)**
- **Transitioned over 300 part-time bus operators to full-time (April 2022)**
- **\$1,000 hiring bonus for bus operators and bus mechanics (November 2022)**
- **3% retention bonus for ATU employees (July 2022 – December 2023)**
- **Increased starting wage and accelerated progression for bus and rail operators and mechanics**
 - Eliminated wage progression for bus mechanics (starting wages went from \$26.38 to \$40.59/hr)
 - Shortened wage progression by 15 months and eliminated first two steps for bus operators (starting wage increases from \$25.13 to \$28.99)



BUS OPERATOR HIRING PROCESS OVERVIEW

- 1. Application**
- 2. Assessment**
- 3. Driving record review**
- 4. Interview**
- 5. Obtain Commercial Learner's Permit**
- 6. Written Job Offer**
- 7. USDOT Medical**
- 8. Vaccination verification**
- 9. Background Check**
- 10. Onboard***

***Once onboarded, bus operators begin a 7-week paid training and licensing program**



PROCESS IMPROVEMENTS

- **Applicant tracking system (2018)**

- 50% increase in applications
- Increase visibility into the hiring cycle for applicant and recruiting team
- Provide mobile platform for end users

- **Online assessment (2019/2020)**

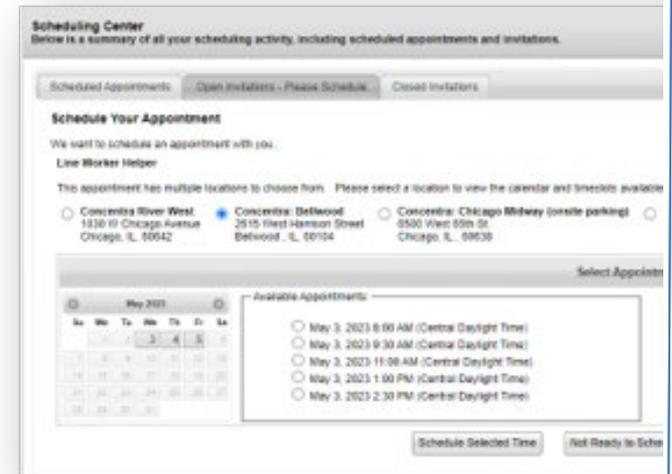
- 71% of candidates retained at testing step (vs. 41% prior)
- No scheduling or wait times (eliminated weeks of waiting)
- Unlimited volume

- **Motor Vehicle Record (MVR) Integration (2021)**

- CTA automatically requests MVR
- MVR's delivered to CTA within 5 minutes of request
- Free for applicants (avoids \$12 fee)

- **Online scheduling of medical assessment (2021)**

- Increase efficiency by reducing manual scheduling via phone and e-mail
- Candidates views all available days and times in real time
- Confirmation and reminders are automatically scheduled



OLIVE-HARVEY PARTNERSHIP (2022)

- **Obtaining a Commercial Learner's Permit remains a barrier for job applicants**
- **CTA has a relationship with Olive-Harvey for training Second Chance participants**
- **CTA expanded that partnership to include interested bus operator applicants in 2022**
 - Includes 2 weeks of CLP prep training
 - CTA pays for cost of CLP test
- **Results:**
 - 109 registered
 - 86% completion rate
 - 72% successful hiring rate!
- **Next class begins June 6.**



EMPLOYEE RETENTION

- **Regular, ongoing employee surveys**
- **Enhanced engagement and recognition activities**
 - Monthly graduation ceremonies for those graduating operating training programs
- **Improved communication and benefits**



GRADUATION CEREMONIES



NEXT STEPS

- On-Demand interviewing
- Text messaging integration
- Additional Commercial Learner's Permit support/classes
- Career fairs at CTA locations and City Colleges
 - Next Hiring Event is May 19
- Ongoing marketing

A world class city demands a world class transit system

Who We Are
The Chicago Transit Authority operates the nation's second largest public transportation system, serving the city of Chicago and 50 neighboring communities. Our train and bus network— including the iconic "L" elevated tracks— moves people all over the city on a daily basis on over 1,800 buses and nearly 3,500 rail cars.

Our Employees Keep Chicago Moving
CTA has a diverse, skilled and professional workforce that is innovative, motivated and achieves results. In return, we give our employees the support and training needed to succeed in their work and grow their careers.

Bus Operations
Our Operations team is committed to providing safe, clean, precise, courteous, and efficient service. Bus Operators provide service on our 130 bus routes in a safe, efficient, and courteous manner.

Bus Maintenance
The Bus Maintenance team performs coordinated maintenance practices that reduce operating costs, reduce operating costs, and keep our fleet running safely and efficiently. Our top-notch Bus Mechanics perform comprehensive maintenance and repair work on Authority buses.

Our Career Tracks Keep You Moving
Our Bus Operations and Bus Maintenance groups have entry level and skilled trades opportunities that get you started on challenging and engaging career tracks.

Benefits

- **Compensation:** Competitive starting wages with opportunities for advancement.
- **Health and Wellness:** Competitive medical and prescription drug plans for all employees, their spouses/partners, and dependents.
- **401(k) and 457 Plans:** Additional investment options for retirement planning, as well as pension benefits for full-time employees.
- **Flex Transit:** On CTA and Pace Suburban Bus Service.

Bus Operations

- Part-Time Bus Operator
- Full-Time Bus Operator
- Clerk
- Instructor
- Supervisor
- Controller
- Manager

Bus Maintenance

- Bus Mechanic*
- Bus and Truck Mechanic*
- Foreman
- Instructor
- Manager

Ready to Come Aboard?
Visit transitchicago.com/careers for all of our career opportunities, job requirements and to submit an application.

*Our technical training requires participation in classroom instruction, on-the-job training, and hands-on experience in a safe and controlled environment.

Bus Mechanic Promo Videos
Launching Spring 2023

Michael Morales
BUS MECHANIC

ANNOUNCING NEW HOURLY RATES AND INCENTIVES!

Starting hourly rate **\$28.99** for Full-Time Bus Operators

New Bus Operators receive a \$1,000 signing bonus + up to another \$3,000 in incentives!

Great benefits, including medical, dental, pension and paid training!

To be considered, apply today at: transitchicago.com/careers

