

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

<input checked="" type="radio"/> Action <input type="radio"/> Information	MEAD Number: 100920	Resolution: <input type="radio"/> Yes <input checked="" type="radio"/> No
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TITLE:

BUS Operator Recruitment Augmentation

PURPOSE:

The purpose of this request is to obtain Board of Directors approval to initiate and award a competitive contract to augment existing resources to establish sufficient student bus operator candidates staffing levels. Approval of this request will result the Department of Human Resources ability to accelerate sourcing and recruitment of additional bus operator candidates to a level that is anticipated to stabilize bus operator bench strength within 14 months of contract award. The competitive contract award requested is for one base year and one one-year option.

DESCRIPTION:

The Department of Human Resources, working collaboratively with Transit Infrastructure and Engineering Services and Bus Operations, proposes initiating and awarding a competitive contract to augment existing resources to accelerate sourcing, recruiting and testing candidates for student bus operator positions.

Bus operators serve as the contractually required sourcing pipeline for RAIL station manager and train operator positions. The attrition rates in BUS and RAIL have steadily increased while the successful hiring from a viable student bus operator candidate pool has become problematic in terms of pre-employment screening, medical review and clearance, testing and CDL requirements. The rising attrition rates are due, in part, to retirements, resignations and medical disqualifications.

To balance the staffing requirements of RAIL and to ensure adequate staffing in BUS is maintained, the number of student bus operators must increase from 24 to 40 candidates per month. Increasing the number of bus operator training candidates to 40 per month is anticipated to close the delta in 14 months that will provide RAIL with a viable candidate pool and stabilize BUS operations. Currently, the volume of candidates required to yield a successful class of student bus operators surpasses the capacity of internal resources. Sourcing and recruiting at this magnitude exceeds the ability of internal resources. Human

Resources is not staffed at the levels required to process the volume of candidates required to close this delta.

Approval to augment student bus operator sourcing supports a culture of safety, ensures quality service, uses our resources wisely, attracts the best and brightest and enhances Metro`s image on many accords.

Increasing bus operator staffing to adequate levels provides the conduit required to staff applicable RAIL positions. As a result, the volume of overtime currently utilized to maintain operations and service will decrease.

Initiating and awarding a contract to augment internal student bus operator recruiting is a wise use of Metro`s resources. Hiring additional bus operators should result in the reduction of overtime usage and expenditures.

Augmenting internal resources with a vendor partner, positioned to employ non-traditional recruiting channels, will source a larger pool of viable student bus operator candidates.

The request to initiate and award a competitive contract for student bus operator augmentation is necessary to ensure both BUS and RAIL are positioned to maintain service operations at required levels.

This request is not linked to larger capital projects.

Approval to initiate and award a competitive contract for student bus operator augmentation will support and sustain operations by stabilizing BUS and RAIL bench strength.

Staff is assessing the impact of this bus recruitment initiative. The Board will be provided with updates on the progress of the program, and may be asked to approve requests for additional headcount or other expenditures to ensure the success of the program

FUNDING IMPACT:

Budget:	Operating Budget, Fiscal 2011
Project/Account:	50303140 SVS-PRO-OTHER CONSULTANTS
Project Manager:	Ethel Roy
Project Department/Office:	HR
This Action:	\$750,000
Remarks:	This program will be funded from overtime savings as a result of the bus operating hiring initiative. This request is for one (1) base year and 1 (one) option year.

RECOMMENDATION:

Approval to initiate and award a competitive contract for student bus operator outsourcing.