

Workforce Shortage versus Ideal Candidates

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Workforce Sustainability

The examination of issues and trends encountered by public transit agencies, relative to a sustainable workforce including:

- Recruitment
- Hiring
- Training – Professional Development
- Retention
- Succession Planning
- Wellness
- Performance



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Survey Results

Top Challenges:

- **63% - Recruiting operators**
- 26% - Retaining operators
- 10% - FMLA absences
- 5% - Succession planning



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2017 Focus – Recruiting Operators

Best Practices

- Advertising and Image Management
- Conducting Interviews and Assessments
- Onboarding for Retention
- Headcount Forecasting



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Investigate Best Practices

- Florida transit peers
- National transit agencies
- Practices outside of transit



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Pilot Projects and Measuring Results

- Low-cost and high impact projects
- Adapted to fit unique agency needs
- Measure starting and post-implementation metrics
 - Time and cost to implement
 - Time to fill positions
 - Turnover
 - New hire turnover
 - Turnover during training



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Resource for Committees

- Bring workforce sustainability perspective and research
- Collaborate to find root causes and holistic solutions

Next Steps

- Information gathering
- Document and present findings
- Pilot implementations
- Measurement