

CTA HIRING UPDATE

May 11, 2022



BACKGROUND

- **CTA has approximately 10,000 employees**
- **1,000 – 1,200 employees hired annually**
- **CTA uses Taleo for talent acquisition and positions are posted on transitchicago.com/careers**
- **Positions are marketed through a variety of partners**
- **CTA has strong benefits, including a paid training period for non-CDL holders**



PANDEMIC AND ONGOING IMPACTS

The COVID-19 Pandemic created both immediate and ongoing impacts for CTA's workforce and recruiting. The following have notably impacted CTA's workforce:

- **Increase in turnover/attrition during the Great Resignation. Unprecedented labor market.**
 - Total job applications decreased by 42% from 2019 to 2021
- **Increase in workforce unavailability due to illness and other causes.**
- **Commercial Drivers License permits not available during licensing facility closures. Most recently in January 2022.**
- **Delays in third-party background check processing.**
- **Brief pause in hiring in 2020.**
- **Economic uncertainty, especially prior to the transit support in the American Rescue Plan in March 2021.**



OVERALL INDUSTRY IMPACTS

APTA Policy Brief (March 2022): Workforce Shortages Impacting Public Transportation Recovery- Key Takeaways

- **92 percent of agencies stated that they are having difficulty hiring new employees.**
 - Bus operations positions are the most difficult to fill.
- **66 percent of agencies report having difficulty retaining employees.**
- **52 percent of transit have increased their starting pay in response to worker shortage issues.**
 - A significant number of agencies have also introduced other economic incentives.

Most Difficult Positions to Fill—Ranking	
Position Type	Average Rank
Bus Operations	1.3
Bus Maintenance	2.1
Supervisory/Mid-Management	3.4
Rail Operations*	4.1
Rail Maintenance*	4.1
Engineering—Mid- to Senior-Level	4.5
Engineering—Entry Level	5.5
*Ranking among Rail Agencies Only	



NEW HIRES FOR KEY POSITIONS BY YEAR

High Volume
Pre Covid-19
to Present
2019-2021

JOB TITLE	2019	2020	2021	2022 YTD*
Bus Mechanic	30	39	43	16
Bus Operator	438	203	306	74
Bus Servicer	4	26	32	12
Car Repairer 'A'	22	7	27	12
Customer Service Assistant	235	207	265	98
Flagger	140	53	91	24
Machinist (Rail)	3	8	45	9
Track Worker	12	18	55	10
Non-Union	197	151	179	76

*Through 5/1/22



PROCESS ENHANCEMENTS

- **Entire hiring process can be done remotely and electronically: Application, testing, interviews, record review, etc. resulting in a faster process from start to finish**
 - **Online self-scheduling for interviews and pre-employment**
 - **Improved process by eliminating individual phone calls and confirmation e-mails**
 - **Integrated scheduling with Concentra clinic to schedule through CTA self-scheduling**
 - **Automated email updates for candidate status**
 - **Integrations with HireRight allow for Motor Vehicle Records to arrive in 5 minutes (review is free to the candidate)**
 - **Video interviews increase availability of candidate and interview panels**
 - **Job postings are automatically posted with partner organizations**
 - **Online assessments delivered a 49% increase in 2020 and contributed to a 20% increase in candidate retention**



POSITION ENHANCEMENTS

- **Effective with the new Collective Bargaining Agreement, CTA is now hiring full-time bus operators directly**
 - **Career Fair held on March 30 with 320 people in attendance**
 - **First class started 5/9 with 29 trainees**
- **Retired bus operators can return to work for CTA on a part-time basis to fill work on Friday through Monday.**
- **CTA has a short-term agreement with the union to employ retired rail instructors to assist with rail training. Nine have been working since November 2021.**
- **Rail Station Customer Service Assistants can choose a full-time schedule, rather than the previous cap of 32 hours.**

The CTA Is Now Hiring for Full-Time Bus Operator Positions; Commercial Driver's Licenses Not Required to Apply

March 29, 2022

Nation's second largest transit agency offering great benefits and paid training. Virtual job fair set for Wednesday, 3/30.

The Chicago Transit Authority (CTA) is hosting a **virtual Full-Time Bus Operator Career Fair on Wednesday, March 30, 2022, from Noon to 1 p.m.** Applicants who are interested in serving our city, seek full-time employment, and possess excellent customer service skills are encouraged to attend the virtual job fair and apply!



RECRUITMENT AND HIRING INITIATIVES

- Restructured HR unit to include recruitment marketing functions
- Monthly CTA virtual career fairs with rotating focus
 - 14 events with 4,500+ total registrants starting in 2021
- Monthly presentations to organizational partners (community organizations, local colleges/trade schools)
 - 2-3 presentations each month to gain a broader reach within the transportation industry
- Participated in career fairs with partner organizations
 - Recruiters attended 36 events in 2021 to share about CTA opportunities
- Capital Campaigns Focus: Filled 293 craft/trade positions for station beautification and “When You’re Ready, We’re Ready” initiative and Rail Overhaul Project
- Overall hiring progress
 - 2019: 1,170
 - 2020: 719
 - 2021: 1,222
 - 2022 (Q1): 259



Chicago Transit Authority
**Full Time
Bus Operator
Virtual Career Fair**
Wednesday, March 30
12:00PM–1:00PM

Bonus: Hear from some of the women in the Bus Operations department in honor of Women's History Month!

Register at transitchicago.com



**CTA Maintenance Careers
Virtual Event**
Wednesday, April 27,
12:00PM–1:00PM

Join our recruitment team and hiring managers to learn more about the Bus Mechanic and Car Repairer roles!

Registration link: <https://bit.ly/3LVx5Zf>



Recruitment Strategies

Strategic Marketing Initiatives

- Post openings to job boards
- Paid digital ads on social media and local news outlets
- Car cards and bus kings on CTA vehicles
- Radio ads to promote CTA career fairs
- Issue multiple Press Releases to broaden reach
- Strategic communications in languages including Spanish, Polish, and Chinese
- Campaigns: Top 5 Reasons to Be a Bus Operator; It's Better on the Bus; From a Seasonal Job to a Stable Career/New Year, New Job; Full Time Bus Operator; Picture Yourself at CTA (upcoming)

Organizational & Institutional Recruitment

- Participation in diversity and community career fairs
- Outreach to community partners
- Presentations to local City Colleges of Chicago and trade schools
- Membership in diversity recruitment organizations, including HACE, HLPAA, and HireMilitary
- Facilitate Train the Trainer webinars

Local & Community Based Recruitment

- Partner with Government and Community Relations (GCR) for broader community reach
- Host monthly CTA career events
- Participate in virtual career fairs
- Share Weekly Jobs List with community partners
- Include recruitment materials on CTA Community Bus events



Marketing, Outreach, & Engagement Campaigns



Delivery Drivers <ul style="list-style-type: none"> Travel a new and unknown route every day 	CTA Bus Operators <ul style="list-style-type: none"> Are assigned consistent routes that allow you to know your customers 	Rideshare Drivers <ul style="list-style-type: none"> Receive no benefits 	CTA Bus Operators <ul style="list-style-type: none"> Receive medical, dental, and retirement benefits 
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It's Better on the Bus

Interstate Truckers

- Pay \$2,000-\$2,500 for their CDL license. Then look for a job.
- Are responsible for minor vehicle maintenance on the road.
- Employed by the state.
- Spent hours or weeks away from home.



CTA Bus Operators

- Receive a salary of \$22,000 for CDL training and hazard pay job qualifications after.
- Receive a base of \$20,000 plus incentives for safety and maintenance for vehicles.
- Have a guaranteed hourly rate with benefits and overtime.
- Work in Chicago and close to your families.
- Have clear career advancement pathways.
- Have a good schedule for all seasons.



Start your better career with CTA today at www.transchicago.com/careers

Top 5 Reasons to Become a CTA Bus Operator

- Your Safety is Our Priority
- Expedited Start Date for CLP/CDL Holders
- You Move Chicago
- Benefits for Part-Time Jobs
- ADVANCEMENT OPPORTUNITIES




Top 5 Reasons to become a CTA Bus Operator



Reason #3: You Move Chicago.

Steer your career with the CTA!

CDL not required to apply

Bus Operator
Hourly Range: \$23.44 – \$36.06

Bus Mechanic
Hourly Range: \$29.82 – \$37.28



We connect people, places and communities!
To view available positions and to apply: transchicago.com/careers



2020-2021 Recruitment Marketing Campaigns





Now Hiring Full-Time Bus Operators

Benefits include:

- Starting hourly pay: \$24.27
- Paid training, including CDL, if needed
- Medical, Dental, & Vision benefits for you and your family
- Retirement options: 401(k), 457, and pension
- Paid Time Off
- Free transit on CTA and Pace

Apply now at transitchicago.com/careers



NEW YEAR. NEW CAREER @CTA

We offer careers in fields as diverse as:

- Technology
- Operations
- Law
- Finance
- Engineering
- Communications
- Safety
- Planning

Apply today at transitchicago.com/careers.

It's Better on the Bus

Interstate Truckers

- ✗ Pay \$1,000-\$1,200 for their CDL training, then look for a job
- ✗ Are responsible for minor vehicle maintenance on the road
- ✗ Get paid by the mile
- ✗ Spend days or weeks away from home

CTA Bus Operators

- ✓ Get PAID at a rate of \$24.44/hour for CDL training and begin their job immediately after
- ✓ Rely on a team of experienced mechanics professionals to clean and maintain our vehicles
- ✓ Earn a competitive hourly rate with benefits and more
- ✓ Stay in Chicago and close to what matters
- ✓ Have clear career advancement pathways
- ✓ Enjoy a cool uniform for all seasons!

Start your better career with CTA today at transitchicago.com/careers



FROM A SEASONAL JOB TO A STABLE CAREER

Delivery Drivers
Apply to be a Bus Operator

Retail Workers
Apply to be a Customer Service Assistant

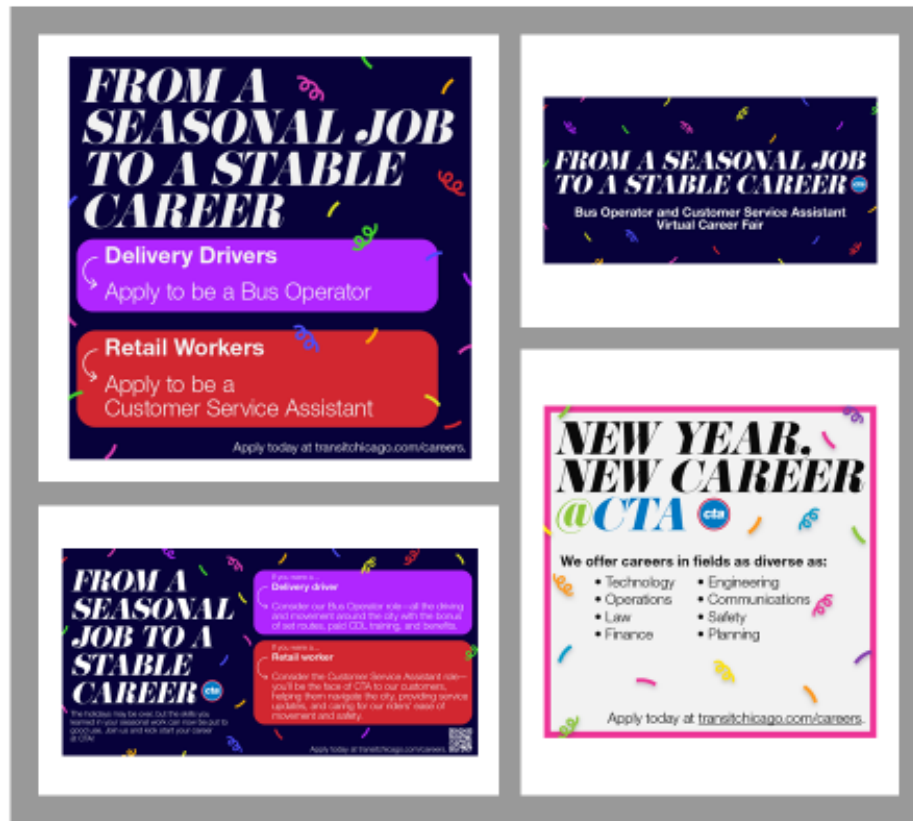
Apply today at transitchicago.com/careers.

Reasons to Become a CTA Bus Operator



2021-22 Marketing Campaigns



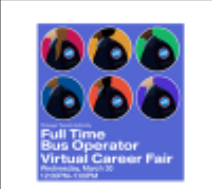


2022 Recruitment Marketing Campaigns

"Seasonal to Stable/New Year, New Career" (January)

- **Focus:** Attract post-holiday seasonal workers to comparable long-term careers at CTA and those seeking a career change in the new year.
- **Successes:** **50,000** people reached on social media; **600+** career fair registration





CTA
芝加哥交通管理局
招聘全職
巴士營運員

全職福利:
 起薪時薪: 24.27美元
 最高時薪: 37.34美元
 *必須工作46個月以獲取最高工資

带薪培訓, 包括CDL和商業駕駛
 醫療、牙科和視力計劃
 401(k)、457和養老金選擇
 带薪休假
 免費乘坐CTA和Pace

立即申請 transit.chicago.gov/careers

Now Hiring Full-Time Bus Operators

Benefits include:

- Starting hourly pay: \$24.27
- Paid training including CDL if needed
- Medical, Dental, & Vision benefits for yourself, your family
- Retirement options: 401(k), 457, and pension
- Paid Time Off
- Free transit on CTA and Pace

apply now at transit.chicago.gov/careers

2022 Recruitment Marketing Campaigns

"Full Time Bus Operator" (Spring, ongoing)

- **Focus:** Announce Full Time Bus Operator opportunity.
- Spanish and Polish radio ads run to promote FTBO career fair
- **Successes:** 300,000 people reached on social media; 1,300+ career fair registrants, 2,400 applications from February 18-April 25.



Careers at CTA

Chicago Transit Authority employees keep nearly 1.5 million people in Chicago and 35 suburbs moving every weekday. This would not be possible without our skilled and dedicated workforce. Learn what qualities make a great CTA employee and find a career opportunity that matches your professional skill set and interests.

Now hiring Full-Time Bus Operators



Join the team that moves Chicago!

Full-Time Bus Operators receive:

- Starting hourly pay: \$24.27
- Top hourly pay: \$37.34 (*Must work 46 months to earn top pay)
- Paid training, including CDL if needed
- Medical, dental, and vision plans
- 401(k), 457, and pension options
- Paid time off
- Free transit on CTA and Pace

[Find out more and apply.](#) ➔

transitchicago-my.sharepoint.com/:v:/r/personal/lestupinan3683_transitchicago_com/Documents/CTA%20FTBO%20Spot%20-%20HD%2020mbps%20-%202022.03.29.mp4?csf=1&web=1&e=554tFk



2022 Upcoming Campaign



"Together, we move
Chicago/#PictureYourselfAtCTA"
(Late Spring/Summer)

- **Focus:** Advertise union jobs, including Bus Servicers, Bus Operators, and Bus Mechanics.

