

# Operations Update

*Board of Directors Meeting*

*November 22, 2021*

# Adjustment to Wage Rates

- ATU Local 1091 membership has ratified changes to labor agreement to include new compensation for bus operations and maintenance staff
  - Pay increases for all positions in the labor agreement
  - Starting rate for bus operators moves from \$17.50 today to \$22 on Jan 1.
  - Includes Pay for Performance plan to provide additional compensation for good performers
  - Includes longevity pay for 10+, 20+ and 30+ year employees to support increased retention

# Changes to the Bus Operations Structure

- The pandemic has stretched us to our limits and highlighted opportunities for improvement, such as
  - Recruiting and onboarding
  - Training and career development
  - Service quality and general transportation management
  - Frontline team member engagement

# Changes to MV Contract

- Service Provider will provide administration of bus transit services, including the direct management of frontline personnel necessary to perform the Services.
- CapMetro staff will establish the strategies and tactics needed to ensure excellent service on a daily basis.

Key Responsibilities MV Retains	Key Responsibilities CapMetro Assumes
Employ all frontline employees (Operators, Mechanics, Road Supervisors, Shop Supervisors, Dispatchers), including all payroll and benefits responsibilities	Day-to-day strategies and tactics for handling: <ul style="list-style-type: none"><li>• Building maintenance</li><li>• Vehicle Maintenance, including CMTA Non-Rev Vehicles</li><li>• Bus Service Delivery/Transportation</li></ul>
Employ General manager and all other staff needed to fulfill responsibilities	Recruiting, screening and on boarding of new frontline employees
Labor relations, including collective bargaining, discipline, grievances, and general employee engagement	Training of frontline employees
	Maintenance Parts and Inventory management





**METRO**

**THANK YOU!**