

## SORTA EMPLOYEE RELATIONS COMMITTEE MEETING

TUESDAY, APRIL 18<sup>TH</sup>, 2023 - 10:30 A.M.  
SORTA/METRO AT HUNTINGTON CENTER  
SORTA BOARD ROOM-6<sup>TH</sup> FLOOR  
525 VINE STREET CINCINNATI, OHIO 45202

### **General Items:**

Call to order

Pledge of Allegiance

1. Approval of Employee Relations Committee Meeting Minutes: May 10<sup>th</sup>, 2022

### **Briefing Items**

2. Quarterly Employee Relations Update: Q1 (*Adriene Hairston*)

### **Action Items**

### **Other Items:**

Adjournment

The next regular meeting of the Employee Relations Committee has not been scheduled.

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The SORTA Board of Trustees may go into Executive "Closed" Session under the Ohio Open Meetings Act:

Section 121.22(G)(1) To consider appointment, employment, dismissal, discipline, promotion, demotion, or compensation of a public employee...;  
Section 121.22(G)(2) To consider the purchase of property for public purposes...; Section 121.22(G)(3) Conferences with an attorney for the public body concerning disputes involving the public body that are the subject of pending or imminent court action; Section 121.22(G)(4) Preparing for, conducting, or reviewing negotiations or bargaining sessions with public employees...; Section 121.22(G)(5) Matters required to be kept confidential by federal law or regulations or state statutes; Section 121.22(G)(6) Details relative to the security arrangements and emergency response protocols for a public body or a public office; Section 121.22(G)(8) To consider confidential information related to the marketing plans, specific business strategy, production techniques, trade secrets...

EMPLOYEE RELATIONS COMMITTEE  
TUESDAY, MAY 5<sup>TH</sup>, 2022 – 11:00 A.M.  
SORTA/METRO AT HUNTINGTON CENTER  
23<sup>RD</sup> FLOOR CONFERENCE ROOM  
525 VINE STREET, CINCINNATI, OHIO 45202

COMMITTEE/BOARD MEMBERS ASSIGNED: Gwen Robinson (*Chair*), Alyson Beridon, Blake Ethridge and Larry Thompson

COMMITTEE/BOARD MEMBERS PRESENT: Alyson Beridon, Chelsea Clark, Blake Ethridge, Robert Harris, Kreg Keesee, Gwen Robinson and Larry Thompson

COMMITTEE MEMBERS ABSENT: None.

STAFF MEMBERS PRESENT: Darryl Haley, Donna Adkins, Adriene Hairston, Brandy Jones, Caprice Jones, Maria Jones, Natalie Krusling, Larry Pinkelton, Shannel Satterfield and Khaled Shammout

OTHERS PRESENT: None

**1. Call to Order**

Ms. Robinson called the meeting to order.

**2. Pledge of Allegiance**

The Pledge of Allegiance was recited.

**3. Approval of the October 12th, 2021, Meeting Minutes**

Kr. Keesee moved and Mr. Ethridge seconded that the minutes of the October 12<sup>th</sup>, 2021, meeting be approved as previously emailed.

**4. Employee Relations Update: Q3**

Ms. Hairston presented the Employee Relations Update: Q3 presentation. Her report included: an employee survey, training, recruiting, key positions, and policy update.

The Committee accepted this report.

**5. Proposed Motion: Approval of Drug and Alcohol Policy**

Ms. Hairston request approval of the Drug and Alcohol policy and authorize the CEO/General Manager/Secretary-Treasurer or their designee to implement the policy effective immediately.

**6. Adjournment**

The meeting adjourned at 11:30 A.M.



# EMPLOYEE RELATIONS

## APRIL 18, 2023







# Agenda

- Recruiting Update
- Attrition Update
- Retention Strategies
- Absenteeism Update





Section 1

# Recruiting Updates





## Recruiting Outreach

- JCSI Recruiting Services
- Hispanic Chamber of Commerce
- Great Parks of Hamilton County
- Su Casa Hispanic Ministry
- Santa Maria Community Services
- Esperanza Latino Center
- St. Boniface Church
- Cincilingua
- Immigrant & Refugee Law Center
- Cincinnati Public Schools (Office of Second Language)
- Life Learning Center
- Easter Seals Military and Veteran Services
- Evanston Employment and Resources Center
- Urban League of Greater Cincinnati
- FC Cincinnati
- Job Corps



## Recruiting Job Fairs

- Access/MetroNow – Weekly through April
- Operator Job Fairs – Monthly (Ongoing)
- Ohio Means Jobs (Jan 18<sup>th</sup>)
- University of Cincinnati Career Fair (Feb 7<sup>th</sup>)
- Tan Latina Como Tu Event (March 19<sup>th</sup>)
- City Link (March 21<sup>st</sup>)
- Santa Maria Community Day (April 6<sup>th</sup>)
- Job Corps Skilled Trades job fair (April 12<sup>th</sup>)



MetroNet

Metro Operator Career Fair

Sat, May 13, 10:00 AM







## Recruiting Outreach – Diversity

- Lincoln Heights food distribution and handing out Metro career opportunities flyers (Monthly)
- SHRM Cincy Cinco admin recruiting (May 4th)
- Cincy Cinco Festival (May 6th and May 7th)
- Recruit Military Event (May 18th)
- Corinthian Baptist Church (TBD)
- Esperanza Latino Center Hiring Event (TBD in June and August)
- Paloozanoire's Juneteenth Block Party







## Recruiting Outreach – Diversity & Media

La Vanguardia Social Media video



- La Mega Radio – interviews to promote Metro to the Spanish speaking community via radio and social media outlets
- La Vanguardia – local Hispanic newspaper to advertise Metro jobs
- Cincilingua – Partnership to assist with English proficiency classes
- Radio One
- WLWT – During Reds Games
- FC Cincinnati – Connected with Director of Ticketing.



# MetroNOW Recruiting

- Preparing for MetroNOW launch in May
- Tasked with hiring and training an additional 25 Drivers
- Extensive – Hires and Weekly Job Fairs
- Bi-weekly NHO

**79** – Interviews

**37** – Total Hires (21 YTD)

**6** - Currently in Training

**33** - In Process



**METRO NOW** **GO \* METRO ACCESS** 

**JOB FAIR**

Thursday, April 13th  
4pm - 7pm  
1801 Transpark Drive

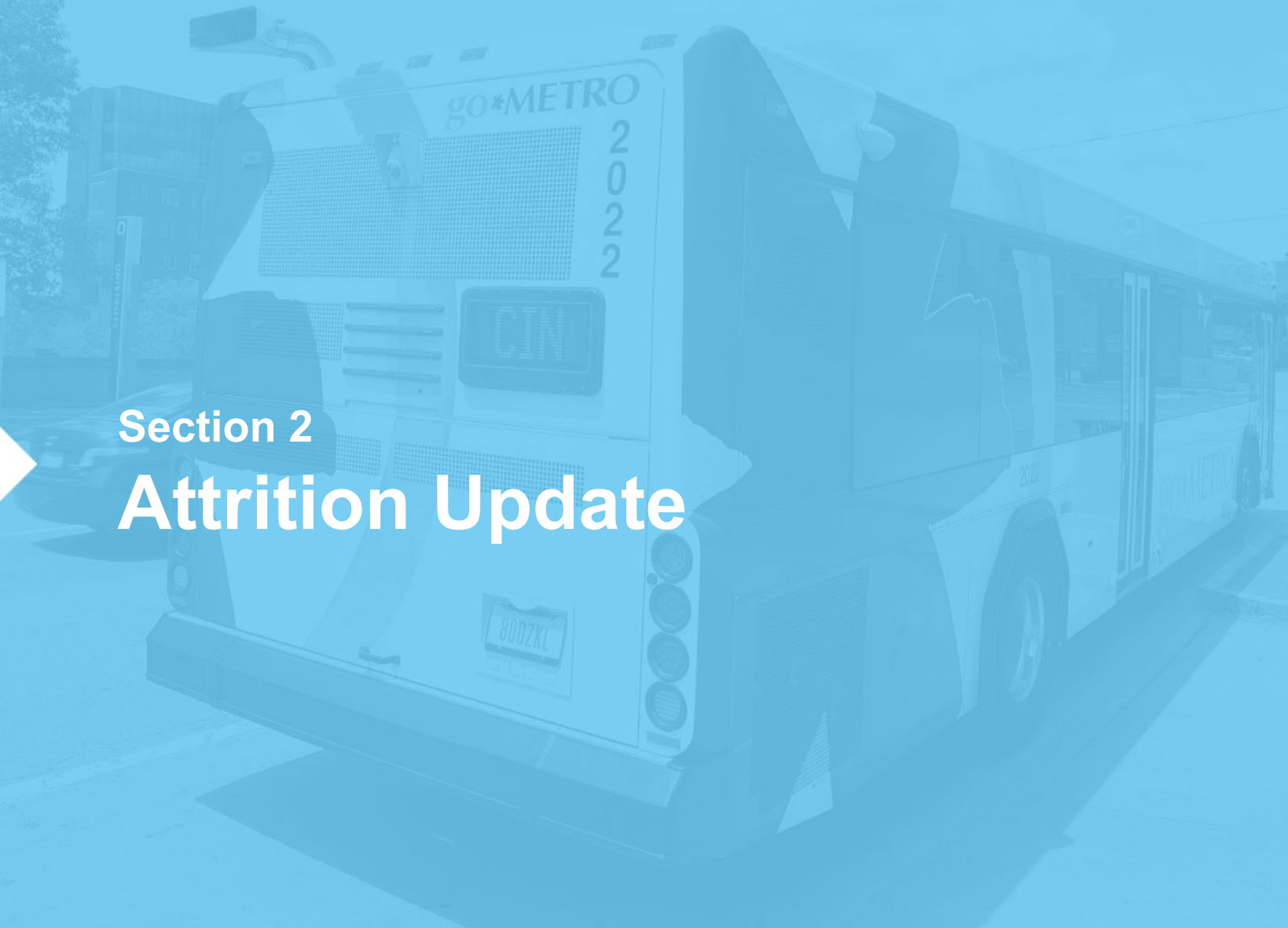


## Open Positions YTD

	# of Positions	Positions Posted	Offers Extended
<b>Administrative</b>	16	12	5
<b>Maintenance</b>	1	1	0
<b>Transit Operations</b>	12	7	0
<b>Access</b>	4	3	1
<b>TOTAL</b>	<b>33</b>	<b>23</b>	<b>6</b>



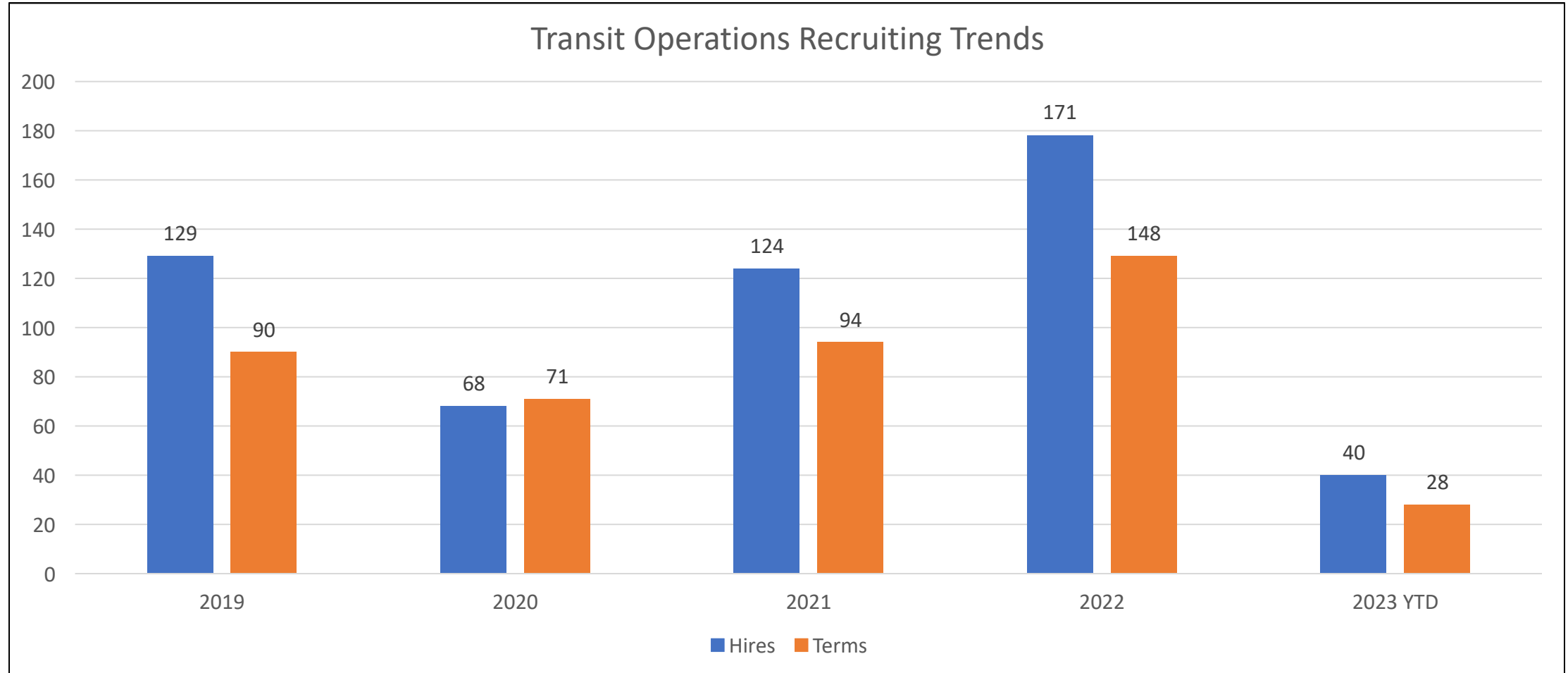
Section 2  
Attrition Update







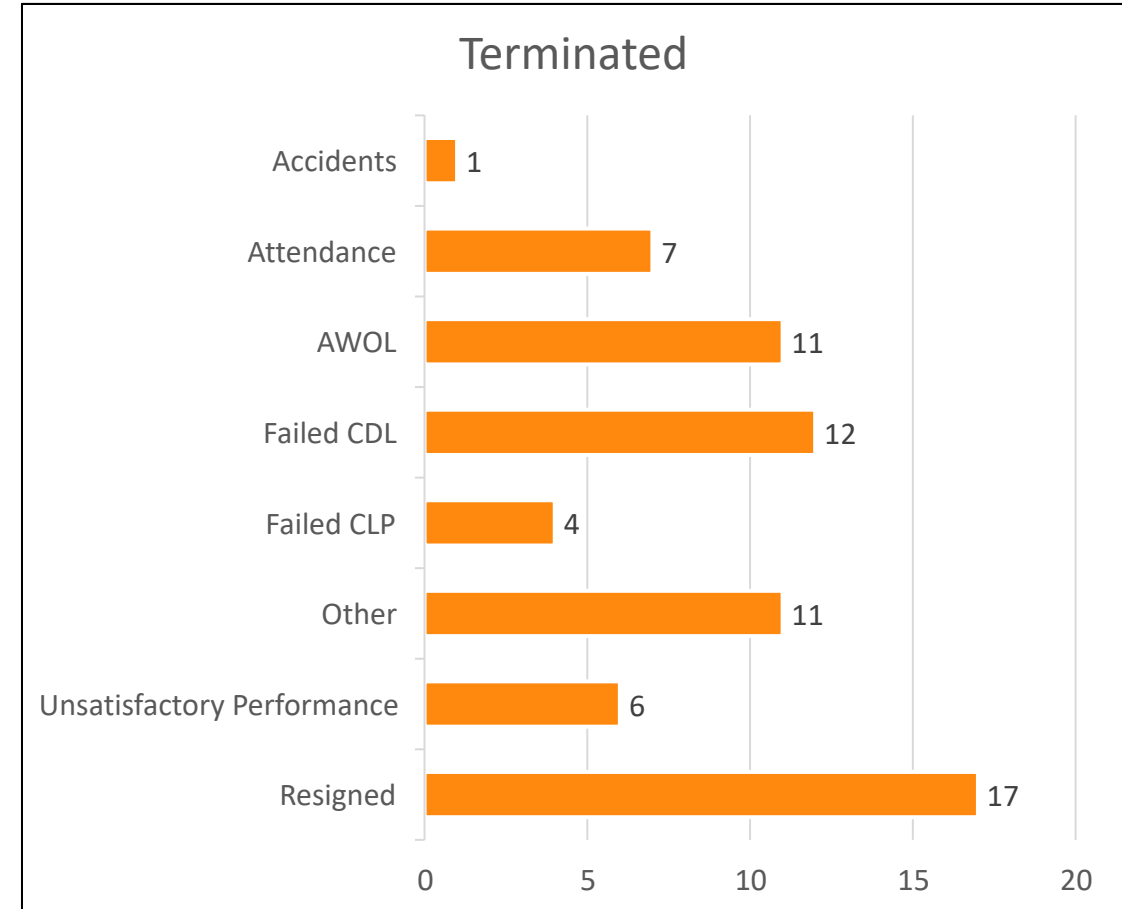
# Operator Recruiting & Attrition Trends







# Op Trainee Attrition in 2022 – Details YTD

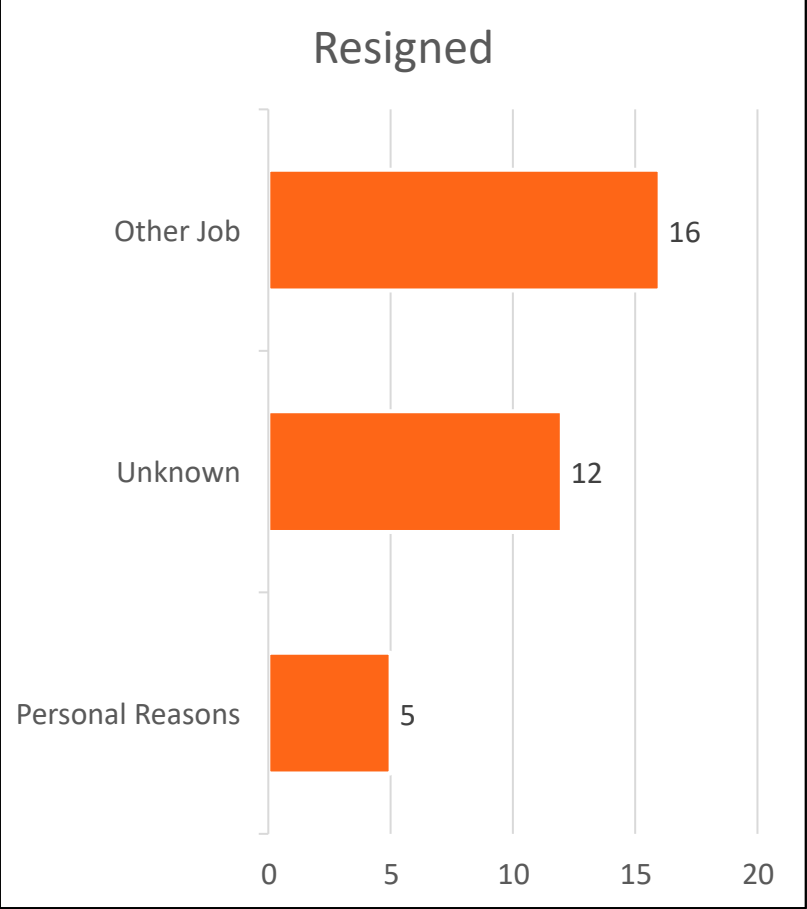
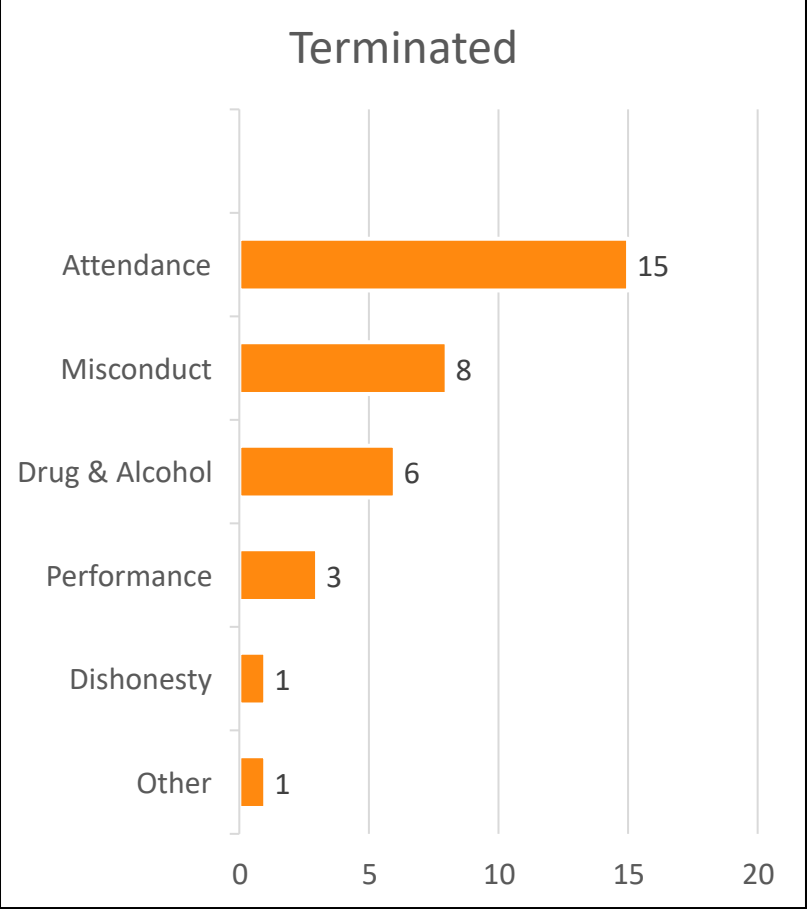
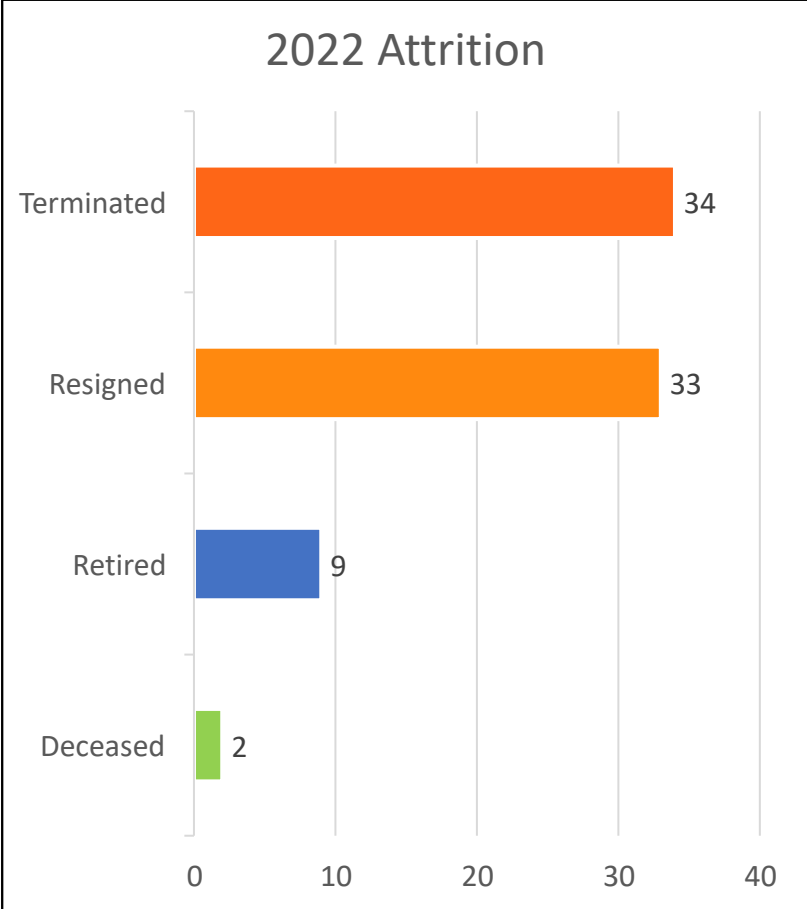








# Overall Progression & Operator Attrition in 2022





Section 3

# Retention Strategies



## Retention Strategies – Currently in Place

- One-on-One Operator Trainee “Check-Ins”
- Employee Recognition Program & Golden Bus Awards
- Leadership Development Program for Directors & Above
- Personal & Professional Development Courses Online
- Succession Planning for Senior Leaders
- Leadership Culture Survey and Action Planning
- Improved Orientation and Onboarding Program for All



## Retention Strategies – Launching in 2023

- Metro Cares Campaign
- Manager & Supervisor Training
- Exit Interviews/Stay Interviews with Third Party
- Retention Committees
- Financial Wellness and Retirement Training
- Additional Training Across Metro
- Updated Refresher Training for Operators
- Retention Bonuses (being considered)
- Planning for Another Employee Satisfaction Survey



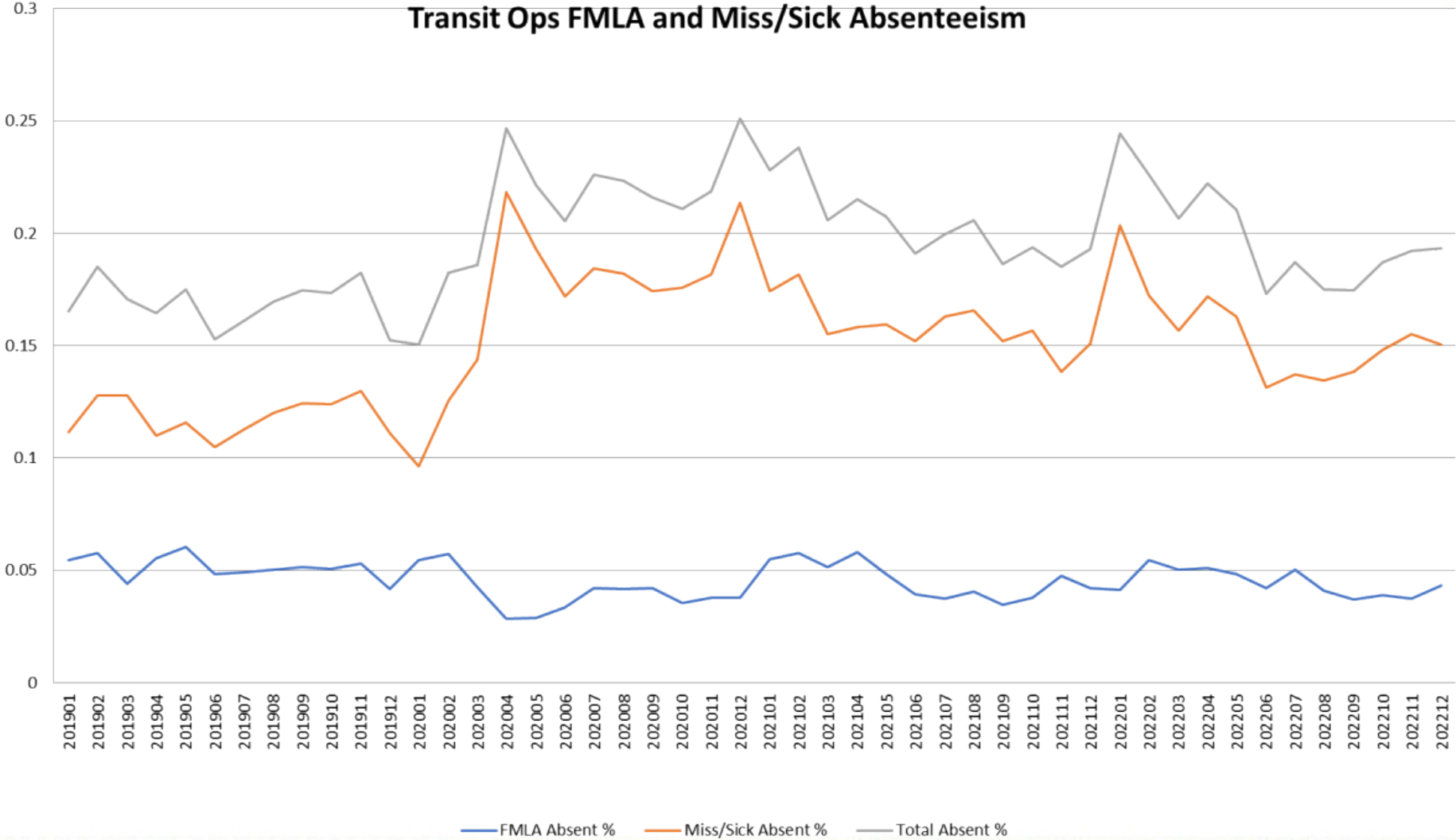


Section 4

# Absenteeism Update



# Absenteeism Trends



**QUESTIONS?**