Recruitment and Retention of Nebraska's Transit Drivers

Morgan Vogel
Tara Grell

Follow this and additional works at: https://digitalcommons.unomaha.edu/cparpubarchives

Part of the Demography, Population, and Ecology Commons, and the Public Affairs Commons

Please take our feedback survey at: https://unomaha.az1.qualtrics.com/jfe/form/SV_8cchtFmpDyGfBLE
Many industries across Nebraska are experiencing workforce shortages, and the transit industry is no exception. Recently, the University of Nebraska at Omaha Center for Public Affairs Research partnered with the Nebraska Safety Center at the University of Nebraska at Kearney to conduct a survey of transit drivers across Nebraska. This work is supported by an ongoing grant both Centers have with the Nebraska Department of Transportation to enhance rural transit operations throughout Nebraska.

This survey was informed by an informal focus group with six transit managers representing the six different mobility management regions of Nebraska in the fall of 2022. A common concern among all transit managers was the ability to recruit and retain drivers for their agencies. Therefore, the purpose of this survey was to hear directly from drivers currently working in transit agencies about what can be done to better recruit and retain drivers.

The driver survey was administered electronically and by mail. A Qualtrics survey link was sent to all transit managers in Nebraska to be forwarded to transit drivers. Additionally, paper surveys were sent to all transit agencies receiving 5311 grant funds. The survey had a 39% response rate, or 168 completed surveys. The survey was open for three weeks, from mid November through December. The survey was conducted and analyzed by CPAR. Not all respondents answered all questions so the number of responses may vary from question to question.

The map below identifies regions according to Nebraska’s Mobility Management project and the number of survey responses by region is presented in the circles.
RECRUITMENT AND RETENTION OF NEBRASKA’S TRANSIT DRIVERS

How long have you worked at your current transit agency?

<table>
<thead>
<tr>
<th>Duration</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>32</td>
</tr>
<tr>
<td>1-4 years</td>
<td>63</td>
</tr>
<tr>
<td>5-9 years</td>
<td>36</td>
</tr>
<tr>
<td>10-14 years</td>
<td>10</td>
</tr>
<tr>
<td>15-19 years</td>
<td>5</td>
</tr>
<tr>
<td>20 or more years</td>
<td>7</td>
</tr>
</tbody>
</table>

How long have you worked in the transit industry?

<table>
<thead>
<tr>
<th>Duration</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>27</td>
</tr>
<tr>
<td>1-4 years</td>
<td>56</td>
</tr>
<tr>
<td>5-9 years</td>
<td>38</td>
</tr>
<tr>
<td>10-14 years</td>
<td>14</td>
</tr>
<tr>
<td>15-19 years</td>
<td>3</td>
</tr>
<tr>
<td>20 or more years</td>
<td>16</td>
</tr>
</tbody>
</table>

How long do you see yourself working in your current position?

<table>
<thead>
<tr>
<th>Duration</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>9</td>
</tr>
<tr>
<td>Between 2-3 years</td>
<td>47</td>
</tr>
<tr>
<td>About 5 years</td>
<td>50</td>
</tr>
<tr>
<td>More than 10 years</td>
<td>45</td>
</tr>
</tbody>
</table>

What do you think are the most important things we can do to recruit and retain transit drivers in Nebraska? The top five write-in answers were:

- Higher wages and better benefits for full-time and part-time workers (64)
- Better advertising and public awareness (14)
- Safe and supportive work environment (13)
- Flexible and fair schedules (9)
- Provide comprehensive training (7)
The top three factors that are most important to recruiting and retaining drivers are:

1. Flexible hours/shifts (45)
2. Competitive wages (37)
3. Full benefits (15)

Most important when looking for a job

Most important for staying at current job

Do you agree or disagree, elected officials and public administrators in Nebraska understand the importance of public transit?

- Strongly agree: 22
- Somewhat agree: 55
- Neither agree nor disagree: 40
- Somewhat disagree: 24
- Strongly disagree: 11

Do you agree or disagree, elected officials and public administrators in Nebraska value public transit in rural communities?

- Strongly agree: 26
- Somewhat agree: 54
- Neither agree nor disagree: 40
- Somewhat disagree: 24
- Strongly disagree: 7
How does your agency currently recognize employees?

- Cost of living increases: 94
- Other pay raises or increases: 90
- Awards: 30
- Bonuses: 25
- Commendations: 25
- Other: 16

Do you agree or disagree, my agency provides sufficient training for employees?

- Strongly agree: 94
- Somewhat agree: 33
- Neither agree nor disagree: 25
- Somewhat disagree: 2
- Strongly disagree: 2

What training opportunities would you be interested in that are not currently available to you? The top five write-in answers were:

- First aid, CPR, AED
- Coordinating, dispatching, operations
- CDL and new driver training
- Hands-on and up-to-date training
- Dealing with disagreeable passengers
How often do you experience a high degree of burnout in your job? Burnout is defined as a state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress.

Does your agency offer opportunities for you to share feedback on operations?

Do you share feedback?

The University of Nebraska does not discriminate based on race, color, ethnicity, national origin, sex, pregnancy, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, marital status, and/or political affiliation in its education programs or activities, including admissions and employment. The University prohibits any form of retaliation taken against anyone for reporting discrimination, harassment, or retaliation for otherwise engaging in protected activity.