



SFMTA

San Francisco Municipal Transportation Agency

Human Resources Hiring and Workforce Planning

PAG April 25, 2023

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Hiring Summary

One of the **highest priorities in the agency's Strategic Plan is hiring** and meeting the agency's workforce needs.

Presentation Agenda

⌘ Hiring Quarter 3 Update

⌘ CityDrive Summary

⌘ EEO Data

⌘ Office of Racial Equity & Belonging Updates

⌘ Questions & Answers

⌘ *Upcoming Agenda Items for August's presentation:*

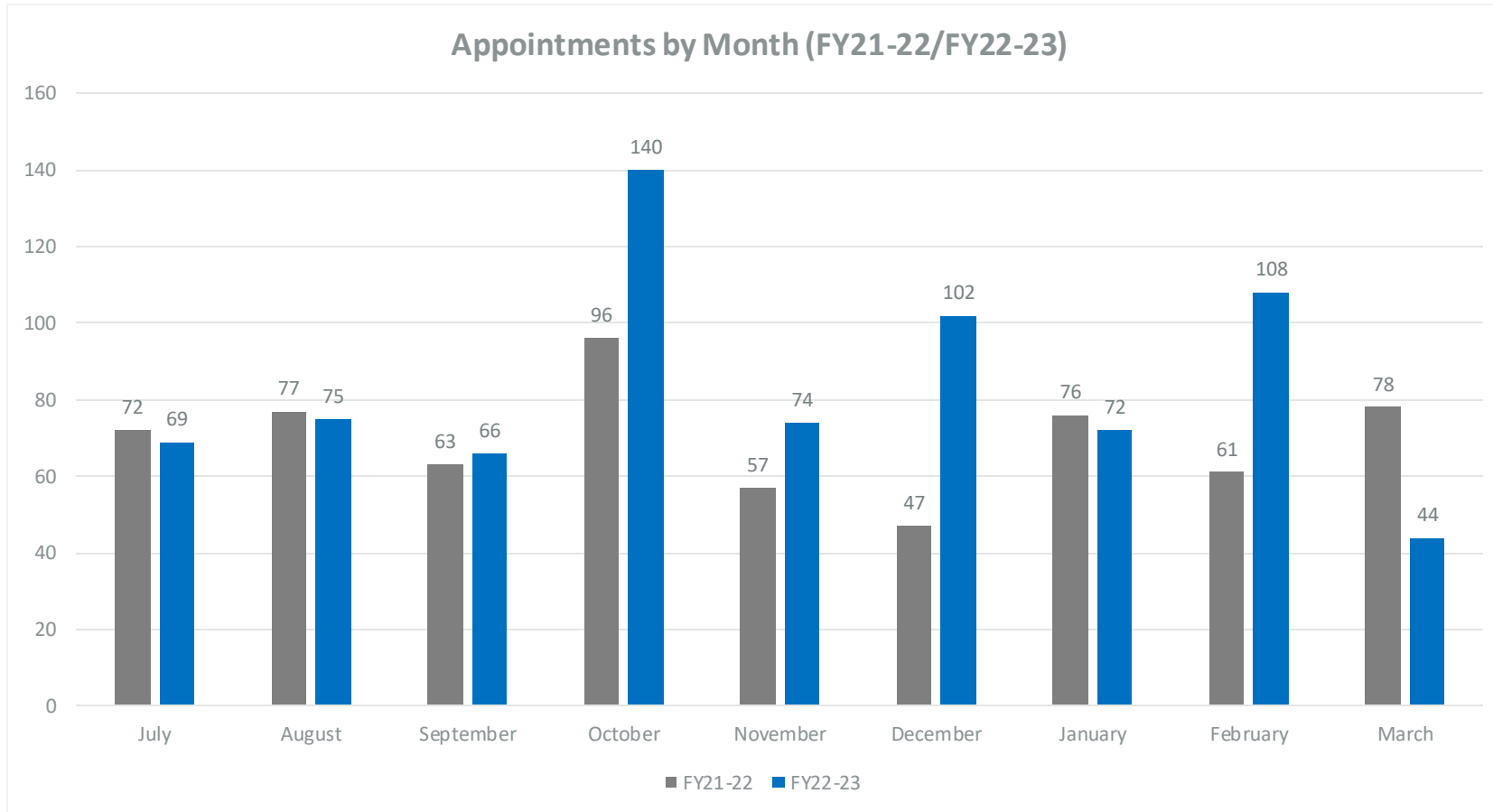
- *Update on Outreach Efforts*
 - *Apprenticeship & Internship Programs*
-



Hiring Summary YTD FY 22-23

Managing the Hiring Pipeline

In the first three quarters of FY 2023, the agency has completed **750** appointments and **continues to average over 230 appointments filled for 7 straight quarters**



	FY21-22	FY22-23
July	72	69
August	77	75
September	63	66
October	96	140
November	57	74
December	47	102
January	76	72
February	61	108
March	78	44
TOTAL	627	750

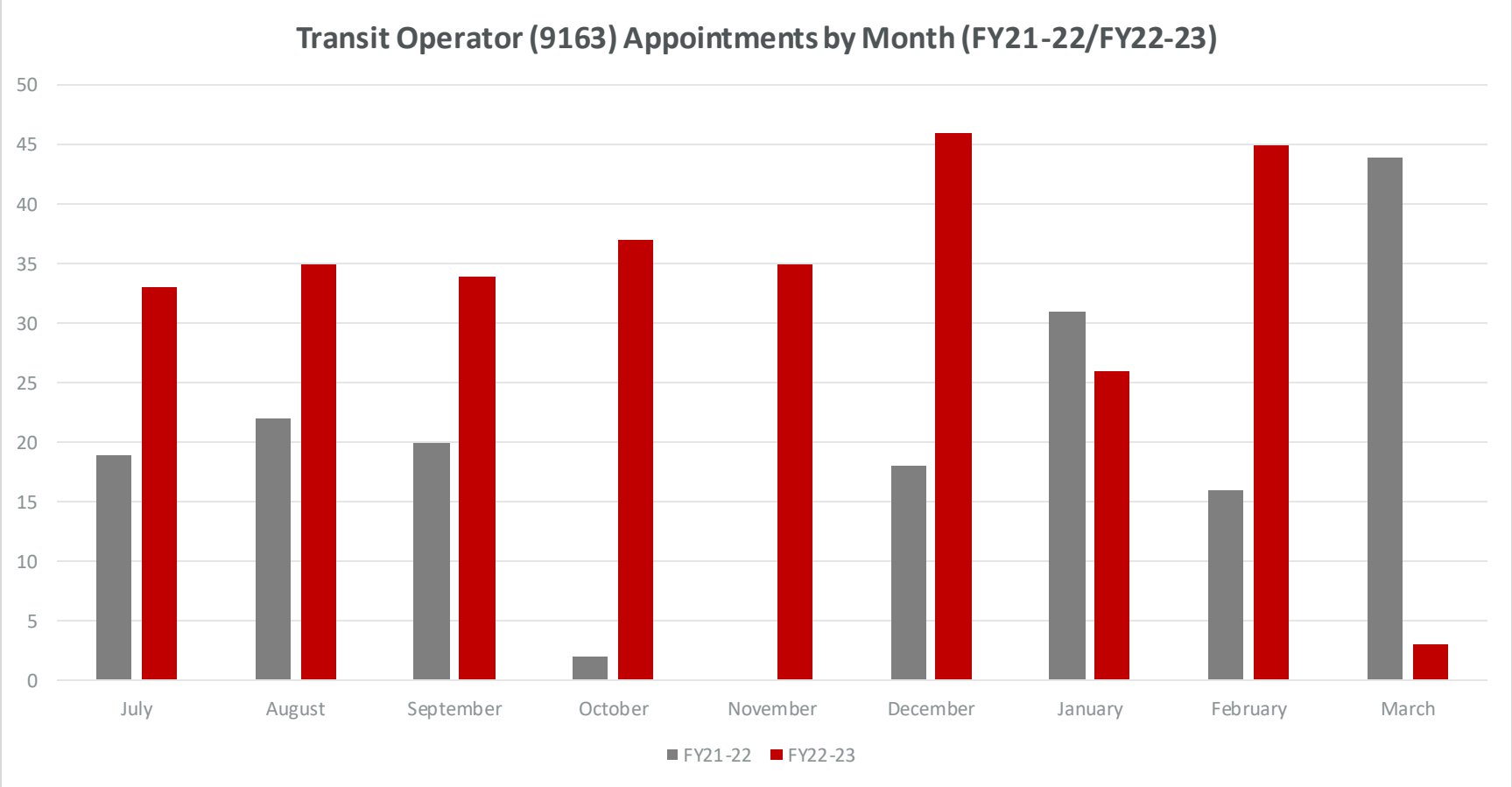
↑ 20% increase
FY21-22 to FY22-23

Data pulled from July 1, 2022- March 30, 2023

Transit Operator (9163) Hiring Summary YTD FY 22-23

Managing the Hiring Pipeline

In the first three quarters of FY 2023, the agency has made 294 9163 appointments and **continues to achieve over 98 appointments quarterly.**



	FY21-22	FY22-23
July	19	33
August	22	35
September	20	34
October	2	37
November	0	35
December	18	46
January	31	26
February	16	45
March	44	3
TOTAL	172	294

↑ **71% increase**
FY21-22 to FY22-23

Data pulled from July 1, 2022- March 30, 2023

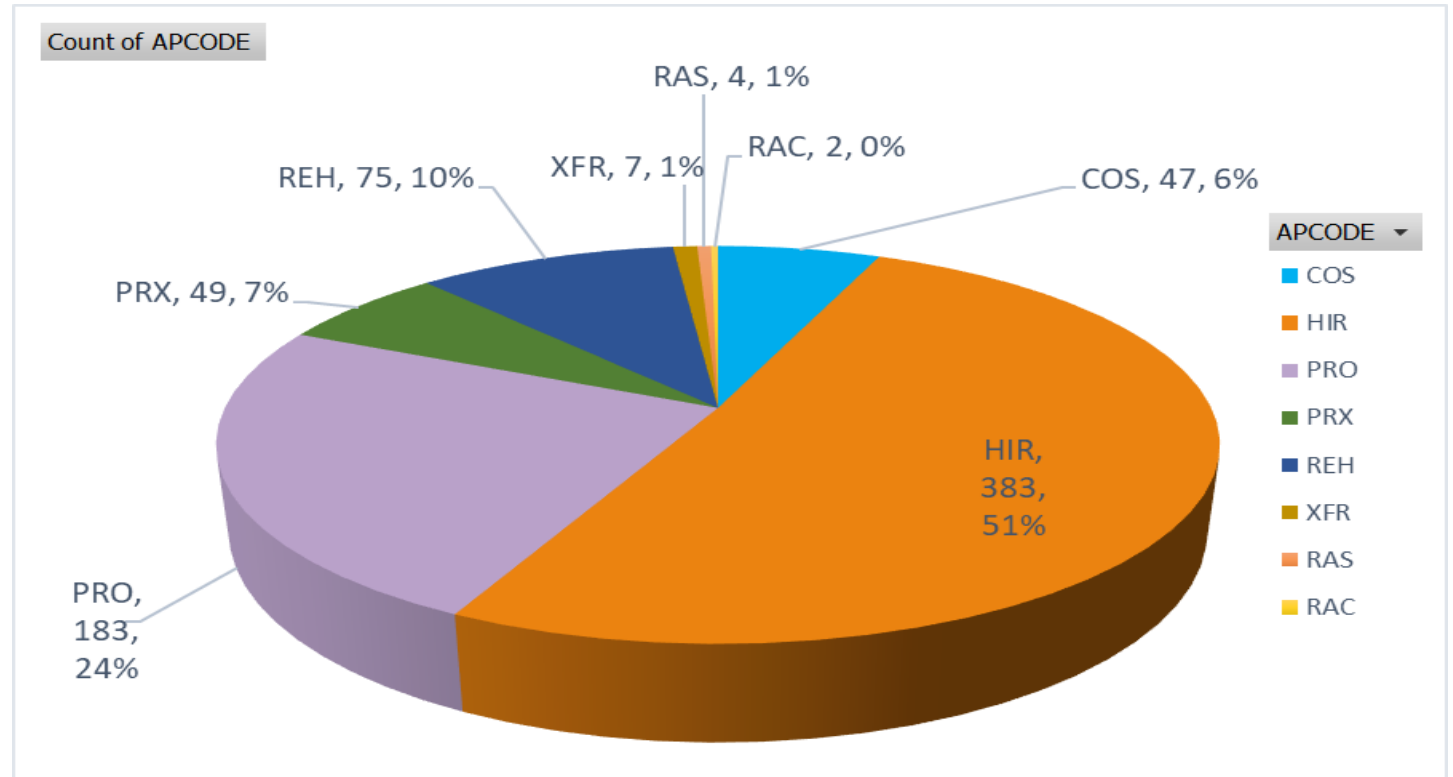
Hiring Summary YTD FY 22-23

Workforce Requirements

While the Agency was successful at processing **750** appointments currently this fiscal year, only **383** or **51% of those hires were new to the City & MTA**. 242 of these 383 new hires (63.2%) were Transit Operators. This means 141 out of 455 non-Operator appointments (31.0%) were new hires.

Legend: Appointment Categories

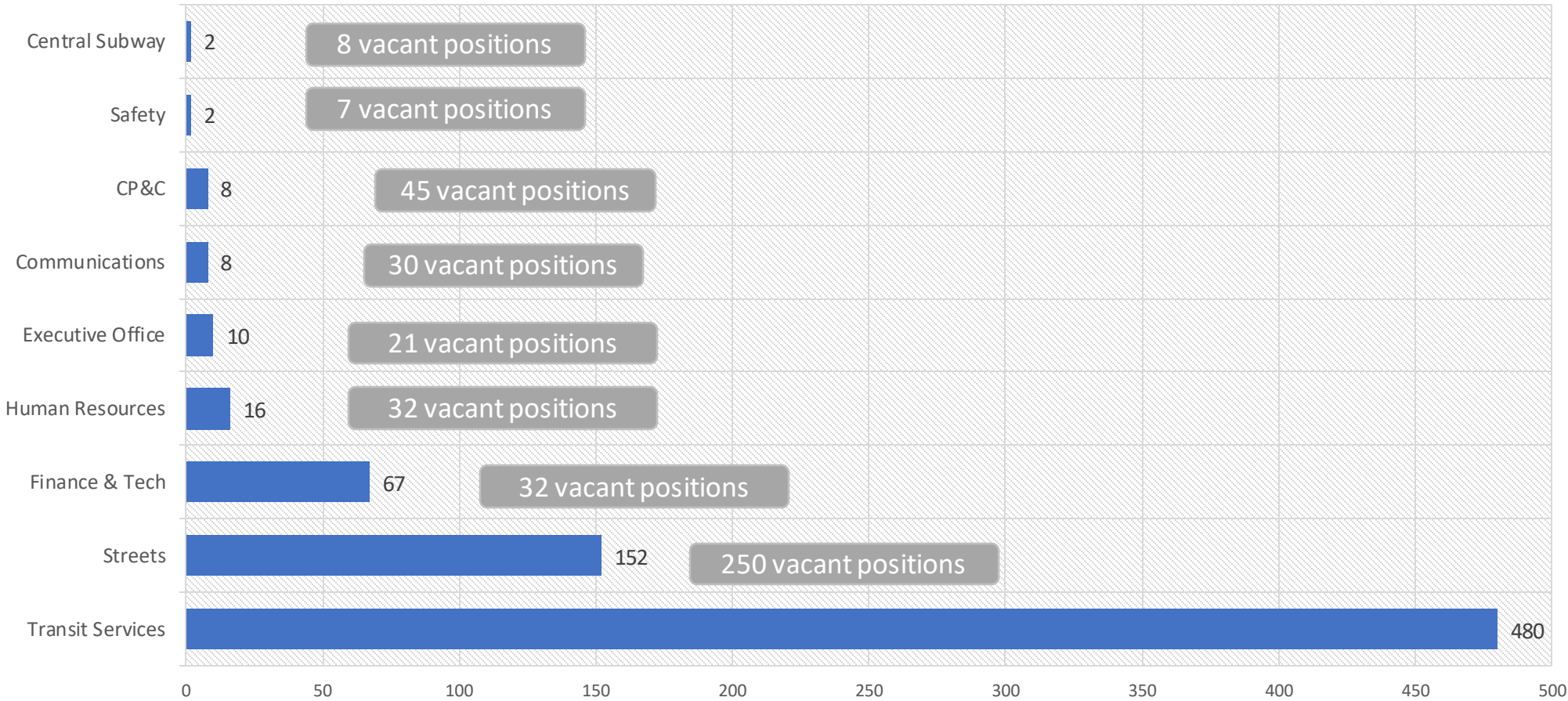
- COS = Change of Status
- HIR = New Hire to City**
- PRO = Promotion within MTA
- PRX = Promotion from another city dept
- RAC = ADA placement (reasonable accommodation)
- RAS = Internal reassignment within SFMTA
- REH = Rehire**
- XFR = Transfer (lateral transfer from another dept)**



Data pulled from July 1, 2022- March 30, 2023

Hiring Summary YTD FY22-23

Number of Appointments (by Division)



CCSF Vacancy Rate

12.7%

SFMTA Vacancy Rate

19%

Transit Services

- 826 vacancies
- Including 241 Transit Operators (9163)

	Transit Services	Streets	Finance & Tech	Human Resources	Executive Office	Communications	CP&C	Safety	Central Subway
■ Appointments	480	152	67	16	10	8	8	2	2

CityDrive Training Program

Partnership with the Office of Economic & Workforce Development (OEWD), SF Mission Hiring Hall and FACES SF

- Training for candidates seeking to receive a Class B Permit
- **FREE** program provides access at no cost:
 - DMV Class B permit testing
 - Medical evaluation
 - Birth certificate obtainment
 - Job readiness & referral services
- Since July 2021
 - ❖ 343 enrollees
 - ❖ 233 completed training
 - ❖ 139 placed in employment
 - ❖ 133 of the 139 were hired by SFMTA



Services Offered



Community

Become A Muni Operator

Careers that Move You



SAN FRANCISCO
OFFICE OF ECONOMIC &
WORKFORCE DEVELOPMENT

MISSION
HIRING
HALL

faccessf



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Equal Employment Opportunity (EEO) Workforce Update



SFMTA Overall Workforce Race/Ethnicity compared to Available Labor Force

Race/Ethnicity	SFMTA Workforce (FY22)		Available Labor Force (2021)
	Count	%	%
Asian (including Filipino)	2752	43.5%	26.0%
Black	1729	27.3%	5.8%
White	916	14.5%	35.8%
Hispanic	836	13.2%	26.6%
Multiracial	57	0.9%	5.0%
Amer. Indian/Alaska Native	34	0.5%	0.2%
Native Hawaiian/Pacific Islander	2	0.03%	0.6%
Total	6326	100%	100%

SFMTA Overall Workforce Gender compared to Available Labor Force

	Female	Male
SFMTA Workforce (Count)	1,601	4,725
SFMTA Workforce (%)	25.3%	74.7%
Available Labor Force in 12 Bay Area Counties (%)	46.0%	54%

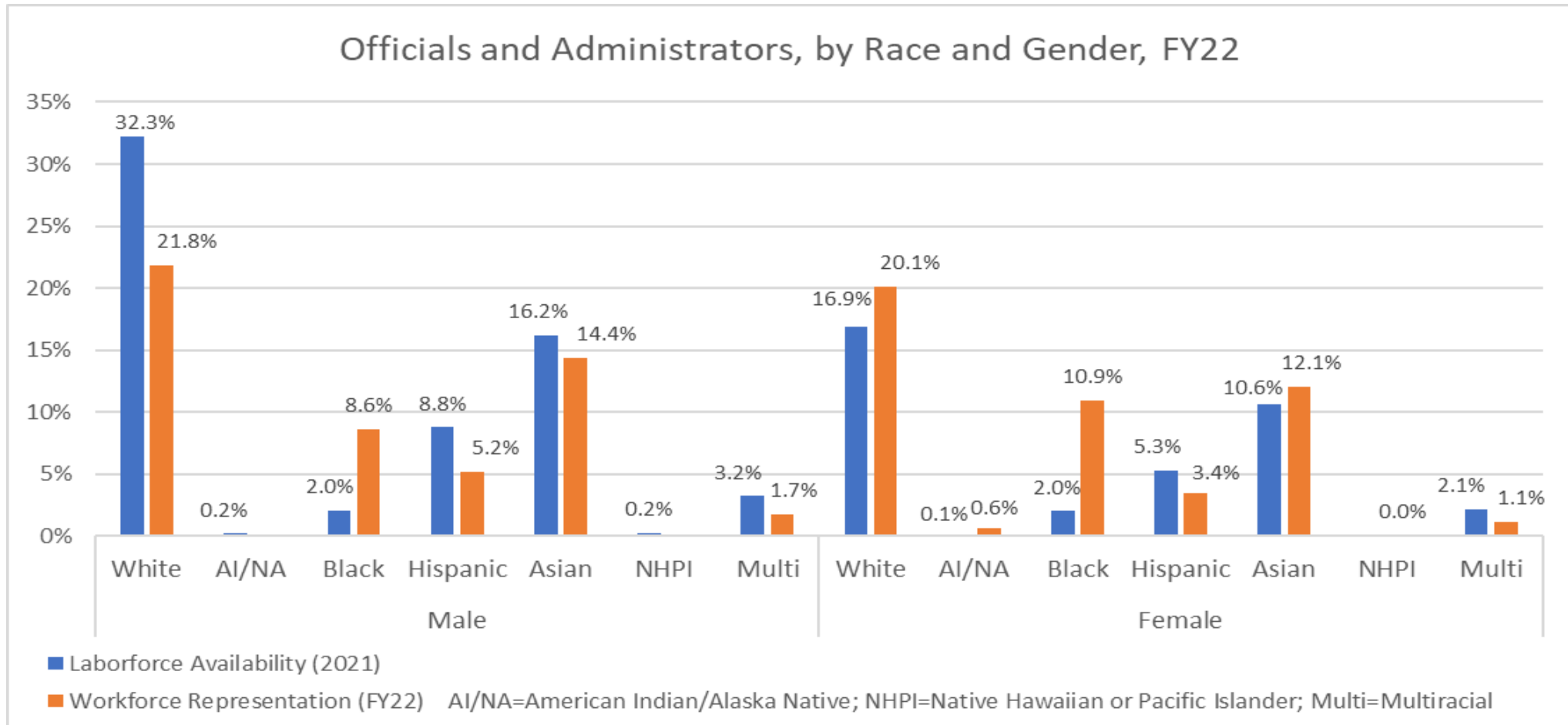
Employee Privacy and EEO Categories

EEO Category	Description
1) Officials and Administrators	Occupations with supervisory or managerial responsibilities.
2) Professionals	Occupations requiring specialized and theoretical knowledge.
3) Technicians	Occupations requiring technical knowledge and manual skill.
4) Protective Services	Occupations where workers are entrusted with public safety/security.
5) Paraprofessionals	Occupations in which workers support professionals/technicians.
6) Administrative Support	Occupations in which workers perform administrative/clerical duties.
7) Skilled Crafts	Occupations where workers need special training, knowledge, and manual skills.
8) Service Maintenance	Occupations in which workers operate machinery and contribute to the comfort, hygiene, or safety of the general public.

Officials and Administrators

	SFMTA Workforce (FY22)		Available Labor Force (2021)
	Count	%	%
Asian (including Filipino)	46	26.4%	26.8%
Black	34	19.5%	4.0%
White	73	42.0%	49.2%
Hispanic	15	8.6%	14.0%
Multiracial	5	2.9%	5.3%
Amer. Indian/Alaska Native	1	0.6%	0.3%
Native Hawaiian/Pacific Islander			0.4%
Total	174	100%	100%

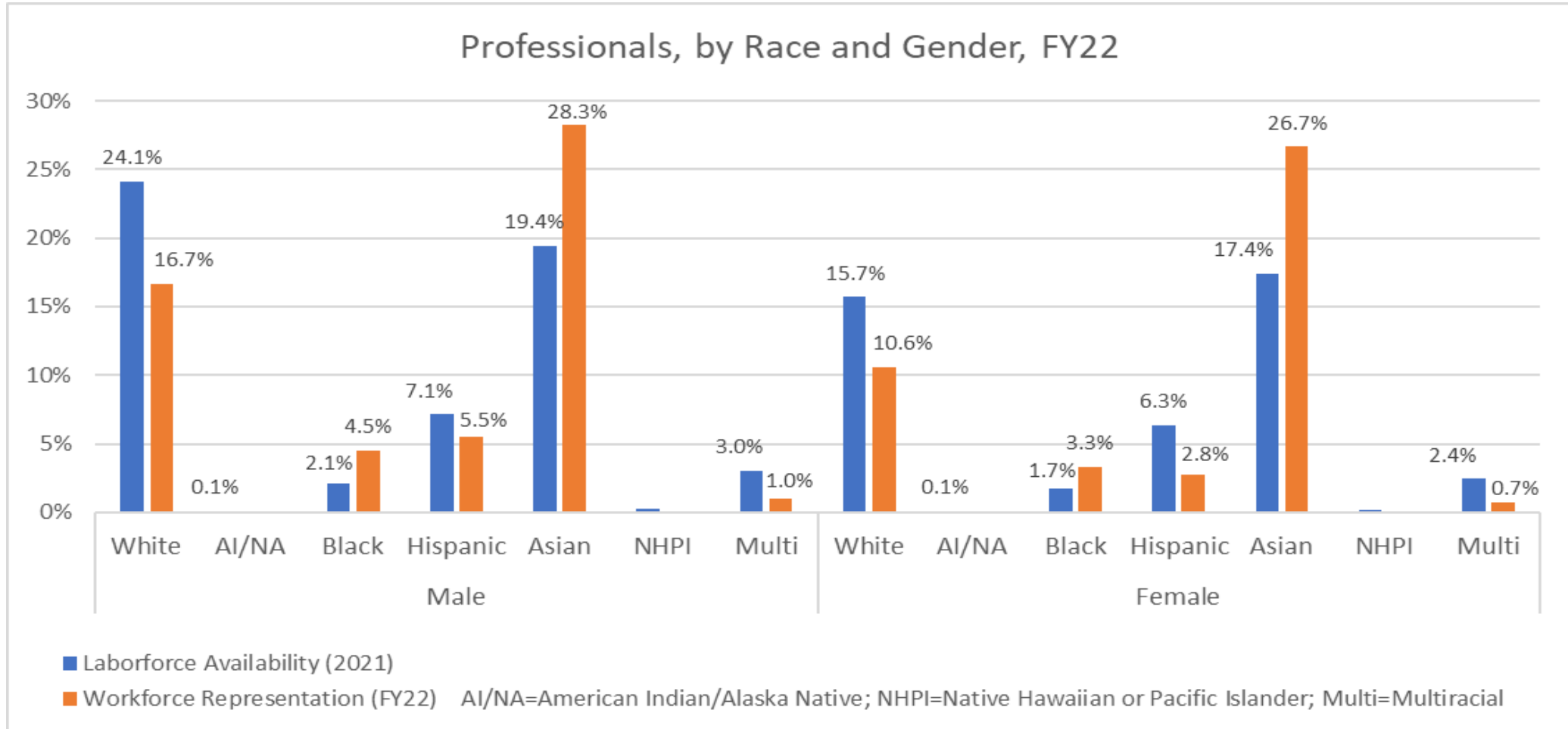
Officials and Administrators



Professionals

	SFMTA Workforce (FY22)		Available Labor Force (2021)
	Count	%	%
Asian (including Filipino)	379	54.9%	36.8%
Black	54	7.8%	3.9%
White	188	27.2%	39.8%
Hispanic	57	8.3%	13.4%
Multiracial	12	1.7%	5.4%
Amer. Indian/Alaska Native			0.2%
Native Hawaiian/Pacific Islander			0.4%
Total	690	100%	100%

Professionals



New Hires FY 23

	AI/AN	Asian	Black	Hispanic	Multi-Racial	NH/PI	White	Totals
Female		46	75	14	14	1	13	163
Male	2	164	96	60	18		53	393
Total	2	210	171	74	32	1	66	556

New Hires FY 23

Race/Ethnicity compared to Available Labor Force

Race/Ethnicity	SFMTA NEW HIRES (FY23)		Available Labor Force (2021)
	Count	%	%
Asian (including Filipino)	210	37.8%	26.0%
Black	171	30.8%	5.8%
White	66	11.9%	35.8%
Hispanic	74	13.3%	26.6%
Multiracial	32	5.8%	5.0%
Amer. Indian/Alaska Native	2	0.4%	0.2%
Native Hawaiian/Pacific Islander	1	0.1%	0.6%
Total	556	100%	100%



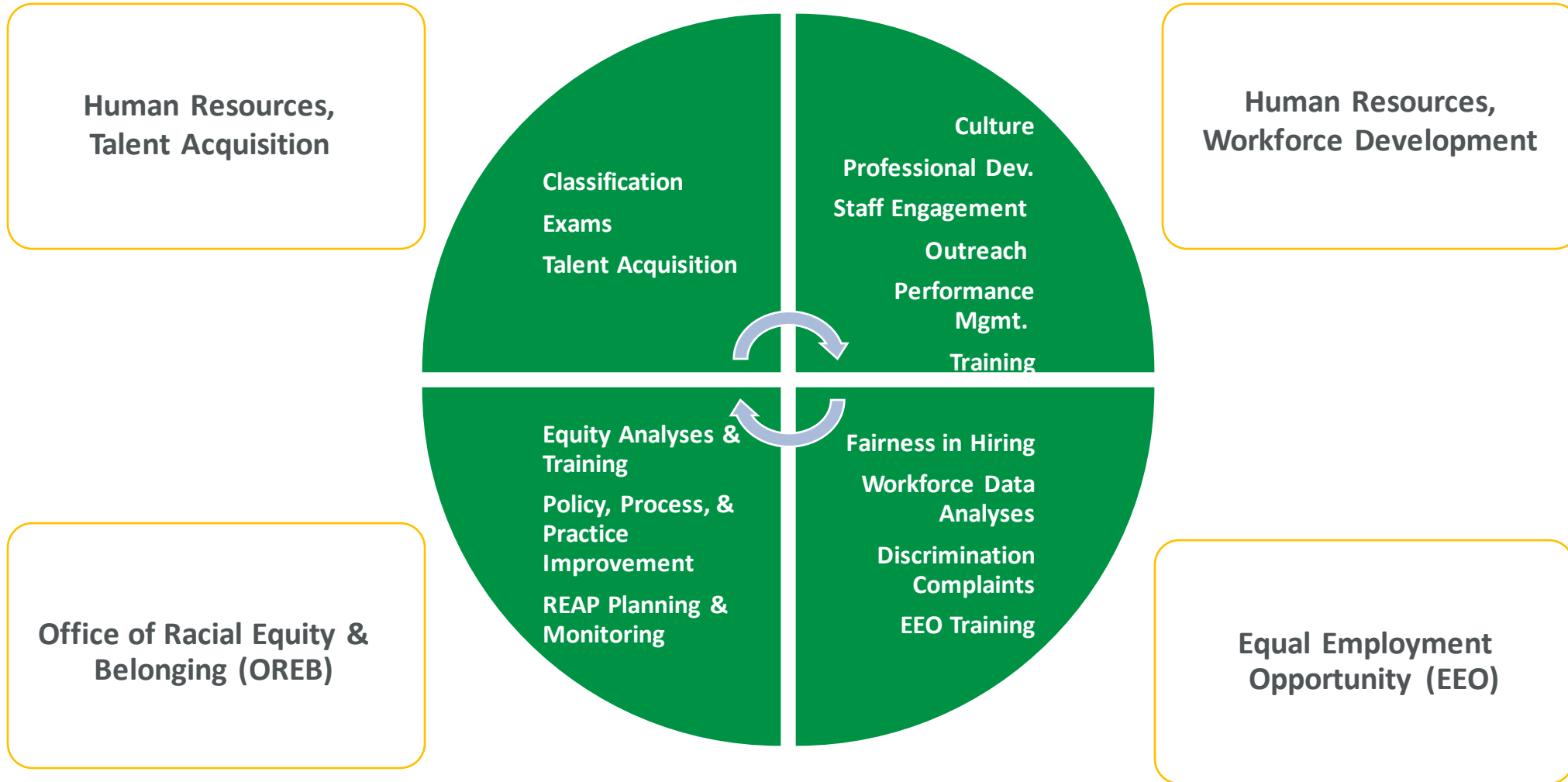
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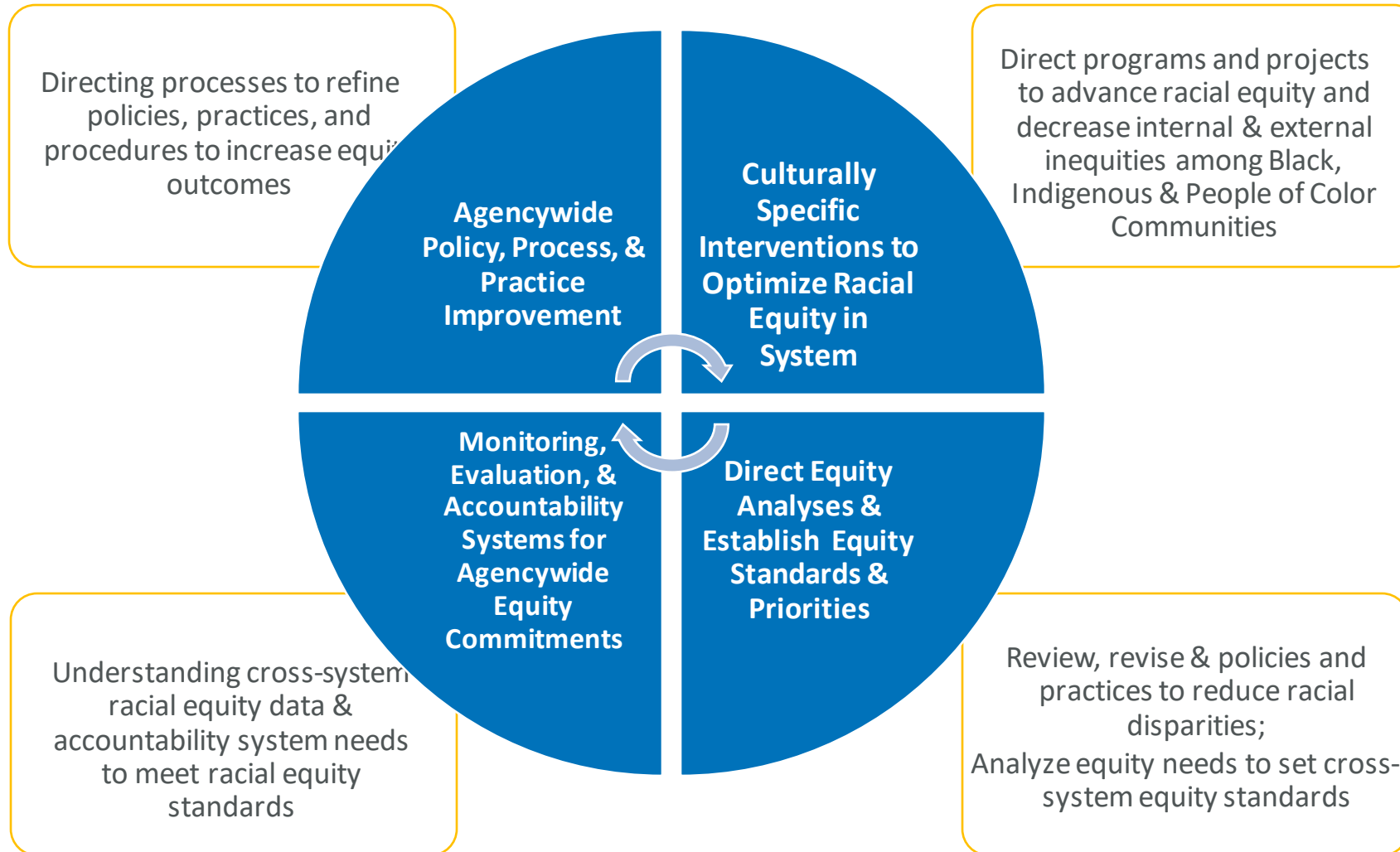
Office of Racial Equity & Belonging (OREB) Update



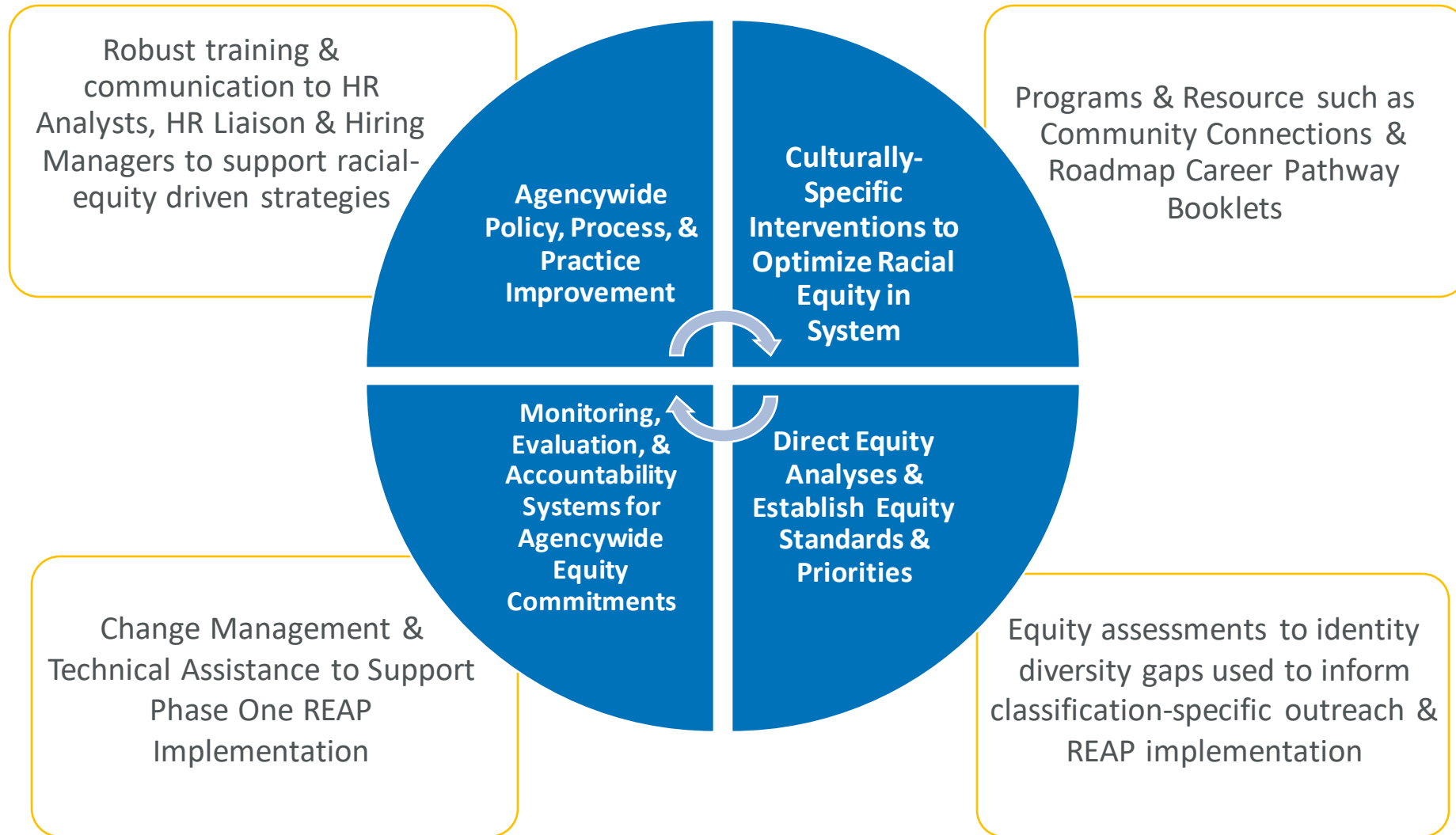
Cross-Division Collaboration Related to Hiring, Employee Development & Outreach



The Function of OREB in the Agency



Collaboration with HR & OREB



Talent Acquisition, Exams & Classification and the Office of Racial Equity & Belonging (OREB)

Cross-Division Collaboration

- Racial Equity Job Classification Competencies
- Racial Equity Interview Questions
- Racial Equity Impact Assessments to Prevent Barriers to Diverse Workforce
- Racial Equity Competencies in Hiring
 - Interview Questions & Job Knowledge, Skills & Abilities
- Community Connections
- Roadmaps Booklets

Workforce Development and the Office of Racial Equity & Belonging (OREB)

Cross-Division Collaboration

- Minimum Outreach Standards
- Career Fairs and community-based career outreach
- Data-Driven & Culturally Responsive Outreach Strategies
- Community Connections
- Roadmaps Booklets
- Professional Development Training & Support (Equity-centered)
 - Practical Communication Tools (PaCT) & Service Essentials for Leaders
 - Respect in the Workplace (Workforce Development, Ombuds Office & Equal Employment Opportunity)
 - Emotional Intelligence
 - Culturally-competent Facilitated Team-building & Coaching
 - Leadership Labs



Good
People,
Tough Jobs



Any Questions?