## DRIVER RECRUITING AND RETENTION

(Shhhh! Here's the secret! Start Retaining so you can stop Recruiting!)



- A Sense of Belonging
- A Sense of Fairness
- Pay Scale



#### **STEP ONE TO RETENTION**

Become a Consultant!



## Or Hire One!



• LOOK, LISTEN, and LISTEN SOME MORE. DEFENSE IS IN FOOTBALL, NOT **BUSINESS MANAGEMENT!** (however, "catching" is)

LOOK in your Driver Room!
 (By the way, do you have a Driver Room?)



#### SOCIAL MEDIA





#### Transit Operators World Wide >

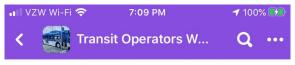
PRIVATE GROUP · 15,111 MEMBERS



Mentorship

**Watch Party** 

**Photos** 



Can I get a picture of your guys break room I want to show how bad we have it in the next labor management meeting. We have nothing but plastic chairs and a microwave.





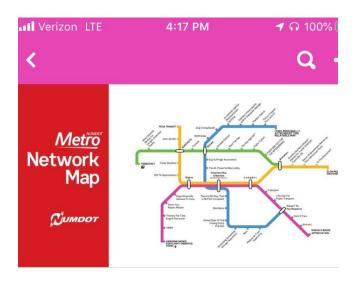












#### **New Urbanist Memes for Transit-Oriented Teens**

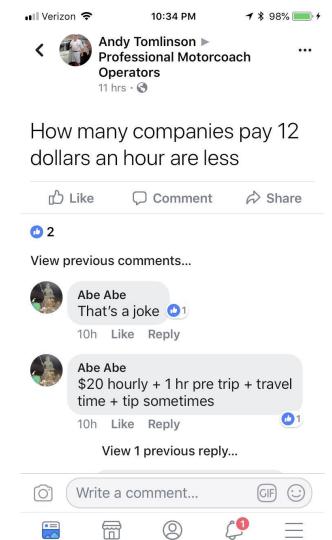
PRIVATE GROUP · 195,005 MEMBERS



**Announcements** 

**Watch Party** 

Pho





Why am I seeing hiring bonuses everywhere? Where are the retention bonuses for loyal staff who have worked this whole time?



There is nothing more insulting or slap in the face than to offer sign on bonus's to new hires and nothing for current employees who fought through and stuck out this last 18 months of arief...



- LOOK at Social Media!
- While you are at it, when was the last time you "Googled" your Organization's Name?
- "GlassDoor.com



- LISTEN to what is happening in Operations!
- REVIEW Dispatch Records.
- KNOW if there is favoritism for sure, or not
- KNOW how and when new drivers are put to work



 Consider having a "Driver Council" and LISTEN to them

—At least at big events.



- LISTEN to your office discussions
  - –How is anyone welcomed to your office?
  - –What does your staff talk openly about?



- KNOW how your training program for New Drivers works!
  - —Do you use the "Charlie" method?
  - —Onboarding is not just for passengers!



- "CATCH" can be a good thing!
  - -Onboard Cameras
  - —Drive to pickup points
  - —Watch for Pre-Trip
  - –Skills test/Rodeo?



- Management training?
- Sales person/Call Center training?



- Birthday Recognition?
- Customer Recognition
- Donut day?
- Website?
- Facebook?



• Finally, and really Finally...



 So, now that you are a GREAT place to work at...



- Recruiting becomes Easy!
  - -(at least a bit easier)



- Here's that "Listening" thing again...
  - How did you get your top 5 drivers

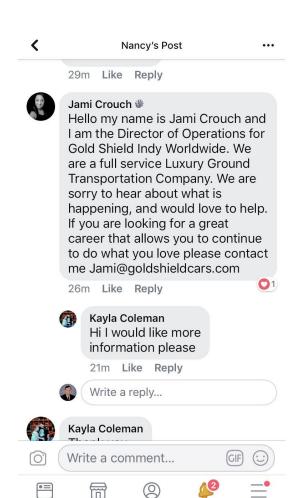


Oh that Social Media, Again!











To all MCO's out there, Arrow Stage Lines is offering a \$2000 hiring bonus with up to \$5000 extra in a relocation bonus. (Locations in Nebraska, Iowa, Kansas, Missouri, Colorado, Arizona, and Nevada)

I know there is a lot of great options out there, but we pride ourselves in pushing to be an industry leader in everything we do. We offer competitive pay/benefits/best equipment around. Message me if you have any personal questions, otherwise visit www.drivearrow.com to learn more.

I am sorry to hear about all that happened at Cavallo and we would love to hire great operators from there, but this "ad" is for all motorcoach operators! Thank you all.











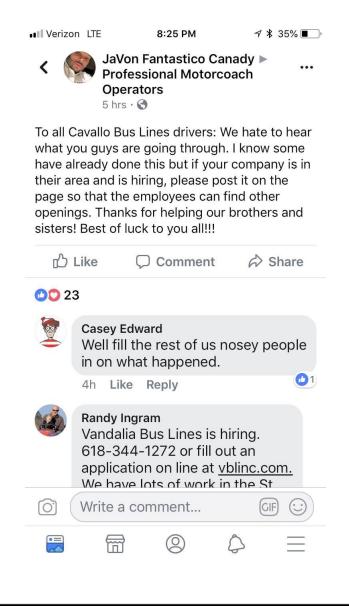












- www.Indeed.com
- www.Craigslist.com
- Facebook Groups



- Job Fairs
  - —Colleges of all sizes
  - -Middle schools and High School
- Schools, Fire Departments,
   Military

 Be a quest speaker at community service clubs (i.e., Kiwanis, Rotary) and not only speak on what your agency does, but also that you really could use some drivers if they know any!



 Visit VA offices? Also, Vet Association locations like the VFW and other locations where retired Vets visit. Ask if you can post flyers, as well.



### Referral programs

- Don't cheat
- Maybe make it a multiple tier system
  - \$25 to have a person just do the interview
  - \$50 if they are hired and stay 90 days
  - \$25 if they stay 6 months or longer
    - » (Example only)



Grow your own–Scholarships?



Of Course, Call Us!



# Mark Szyperski Mark@OnYourMarkTransportation.com 615-669-0107



