Driver Shortage Study

Fall 2016
Job Title/Position – All Respondents

- Two-thirds of respondents have the job title of transportation/fleet director, or transportation/fleet manager or transportation/fleet supervisor.

<table>
<thead>
<tr>
<th>Job Title/Position</th>
<th>All Respondents</th>
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<tbody>
<tr>
<td>Transportation/Fleet Director/Manager/Supervisor</td>
<td>68%</td>
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<td>Bus Driver</td>
<td>5%</td>
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<tr>
<td>Driver Trainer</td>
<td>4%</td>
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<tr>
<td>Executive or Other Managers</td>
<td>3%</td>
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<tr>
<td>Safety Manager/Supervisor</td>
<td>3%</td>
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<tr>
<td>Operations Managers/Supervisor</td>
<td>3%</td>
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<tr>
<td>Maintenance/Shop Manager/Supervisor</td>
<td>3%</td>
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<tr>
<td>School Superintendent/Administrator</td>
<td>3%</td>
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<tr>
<td>Mechanic/Maintenance Technician</td>
<td>1%</td>
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<tr>
<td>Government Official (State/Local/Federal)</td>
<td>1%</td>
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<tr>
<td>Purchasing Agent/Manager</td>
<td>0%</td>
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<tr>
<td>Industry Association Director/Officer</td>
<td>0%</td>
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<tr>
<td>School Board Member</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>7%</td>
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Q1. What is your job title/position?
The number of routes run in the am or pm was used as a proxy for the number of buses that a company or school district has, and that number was divided into quintiles (20% increments). The bottom 20% of respondents cover up to 13 routes in the am or pm, while the largest 20% cover more than 150 routes.

Q20. How many routes do you run on a daily basis?

N=1012
The drivers for most respondents’ companies and school districts do not belong to a union.

Q22. Do any of your school bus drivers belong to a labor union?
• Roughly one-third of respondents work in the Midwest region, and another third work in the South region.

Q23. In which state do you work?
Driver Shortage - Overview
The driver shortage is reportedly a more severe problem among the smallest 20% of companies and school districts as well as the largest 20% of companies and school districts, compared to those that are medium sized.

Q2. How would you describe your degree of school bus driver shortage?
• There is a positive correlation between those who believe the problem is severe or desperate, and their perception that driver retention is getting more difficult.

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More than half of respondents (56%) who indicated that driver shortage is getting to be much worse, also indicated that driver shortage is severe or desperate for their company or school district.
Driver Shortage -
Magnitude of the Problem
- For more than half of all respondents (52%), dealing with a shortage of bus drivers is their number one problem or concern.

Q3. Which of the following best describes the degree that driver shortage is a problem.
Sixty-two percent (62%) of respondents from the largest companies and school districts report that dealing with a shortage of bus drivers is their number one problem or concern, compared to those in the bottom three quintiles.

Q3. Which of the following best describes the degree that driver shortage is a problem.
Driver Shortage – Trend
Seventy percent (70%) of all respondents believe the trend for having a shortage of bus drivers is getting a little worse, or much worse.
Factors in Ability to Recruit and Retain Drivers
The chart below shows the percentage of respondents in each job classification who believe that the rate of pay is a major factor in their ability to recruit and retain bus drivers.

Q6. For each of the following, please indicate whether it is a major factor, a minor factor, or no factor in your ability to recruit and retain school bus drivers.
A larger percentage of respondents in the South and West regions believe the rate of pay is a major factor in their ability to recruit and retain bus drivers, compared to respondents in the Northeast and Midwest regions.

Q6. For each of the following, please indicate whether it is a major factor, a minor factor, or no factor in your ability to recruit and retain school bus drivers.
A higher percentage of respondents in the Northwest and Midwest regions believe benefits are a major factor in their ability to recruit and retain drivers, while a previous slide showed that those in the South and West are more likely to believe that pay is a major factor.

Q6. For each of the following, please indicate whether it is a major factor, a minor factor, or no factor in your ability to recruit and retain school bus drivers.
Bus drivers are more likely than transportation/fleet directors to believe that the number of hours that are available to work is a major factor in their ability to recruit and retain drivers.

Q6. For each of the following, please indicate whether it is a major factor, a minor factor, or no factor in your ability to recruit and retain school bus drivers.
• A larger percentage of respondents in the Midwest and West regions believe that the availability of hours is a major factor in recruiting and retaining bus drivers.

Q6. For each of the following, please indicate whether it is a major factor, a minor factor, or no factor in your ability to recruit and retain school bus drivers.
Respondents from larger organizations are less likely than those in the bottom three quintiles to believe that the availability of hours is a major factor in recruiting and retaining bus drivers.

Q6. For each of the following, please indicate whether it is a major factor, a minor factor, or no factor in your ability to recruit and retain school bus drivers.
Major Factor – Obtaining a CDL – Region

• Obtaining the CDL is believed to be less of a factor in recruiting and retaining drivers in the West region than in other regions.

Q6. For each of the following, please indicate whether it is a major factor, a minor factor, or no factor in your ability to recruit and retain school bus drivers.

N=997
Nearly half of all respondents from non-union companies and school districts (48%), believe obtaining the CDL is a major factor in their ability to recruit and retain bus drivers.

Q6. For each of the following, please indicate whether it is a major factor, a minor factor, or no factor in your ability to recruit and retain school bus drivers.
Recruiting Drivers
Most respondents advertise for bus drivers on the Internet (72%) and in newspaper ads (61%).

Q10. Where do you advertise for bus drivers? (Check all that apply)
Most respondents accept electronic applications online as well as paper applications, with online applications being more prevalent.

Q11. How does your company/school district accept applications for drivers? (Check all that apply)
• Most respondents indicated that their transportation department has hiring authority.
• The percentages below total to more than 100% as respondents were invited to select all applicable options.

Q12. Who has the authority to make the hiring decisions for drivers in your company/school district? (Check all that apply)
• Respondents whose drivers belong to a union report that their application and hiring process takes about one week longer, on average, than for those whose drivers do not belong to a labor union.

• The overall average (mean) for all respondents is 23 days, while the median (mid point) number of days is 14.

Q13. On average, how long is your hiring process (number of days from submission of application until new hire is informed)?
Retaining Drivers
More than half of all respondents (58%) believe the trend in driver retention is getting a little more difficult, or much more difficult for their company or school district.

- Driver retention is getting much more difficult
- Driver retention is getting a little more difficult
- Driver retention is staying about the same
- Driver retention is getting a little easier
- Driver retention is getting much easier

Q17. How would you describe the trend in driver retention for your company/school district?
A significantly larger percentage of respondents from the South region believe it is getting more difficult to retain drivers than respondents from the Northeast and Midwest regions.

Q17. How would you describe the trend in driver retention for your company/school district?
A smaller percentage of respondents whose company or school district covers 31-60 routes every am or pm believe that it is getting more difficult to retain drivers, compared to other respondents.

Q17. How would you describe the trend in driver retention for your company/school district?
• Organizations whose drivers belong to a labor union are the most optimistic about the future of retaining school bus drivers.

Q17. How would you describe the trend in driver retention for your company/school district?
Financial Incentives to Retain Drivers

The chart below shows the percentage of respondents who offer the various types of financial incentives in order to retain their bus drivers.

Q18. What financial incentives do you have in place to retain drivers? (Check all that apply).