


2023

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

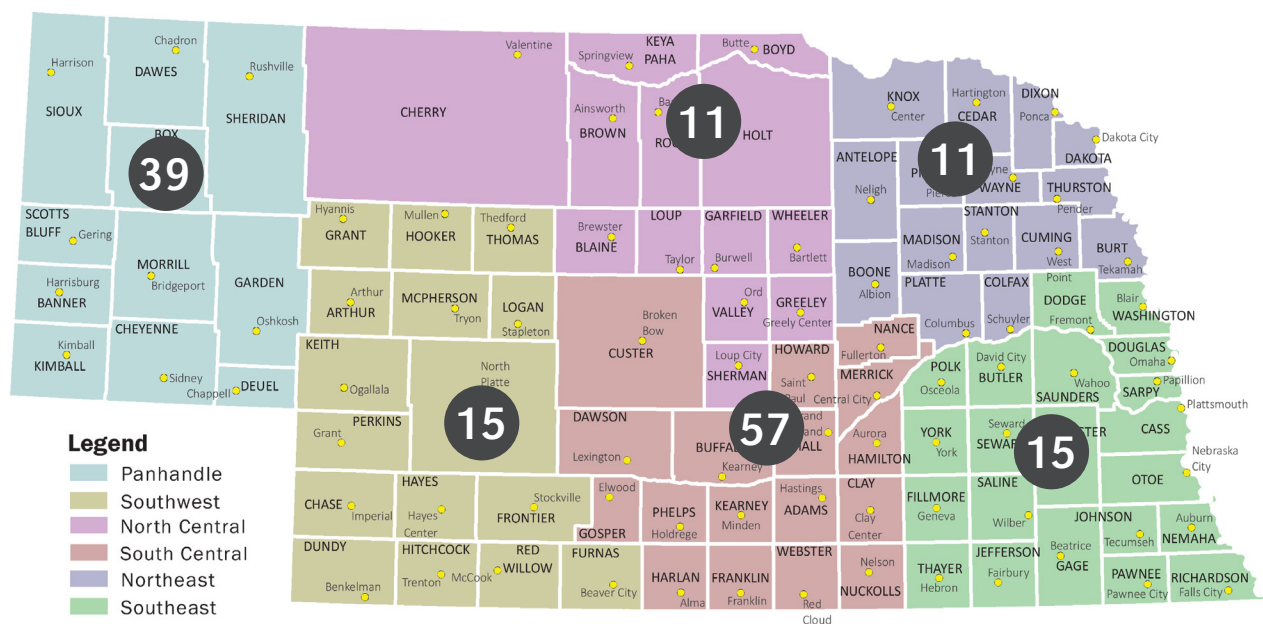
RECRUITMENT AND RETENTION OF NEBRASKA'S TRANSIT DRIVERS

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.

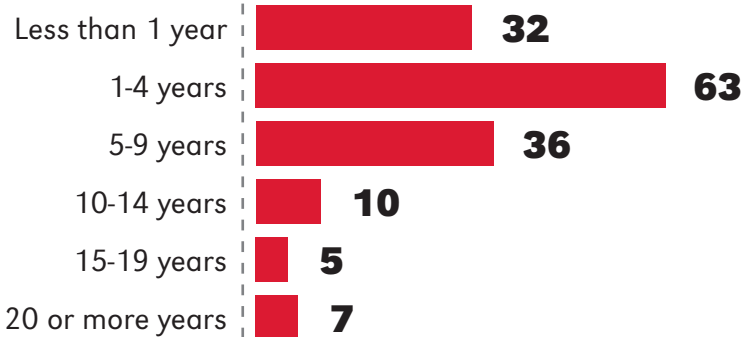
The driver survey was administered electronically and by mail. A Qualtrics survey link was sent to all transit managers in Nebraska to be forwarded to transit drivers. Additionally, paper surveys were sent to all transit agencies receiving 5311 grant funds. The survey had a 39% response rate, or 168 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.

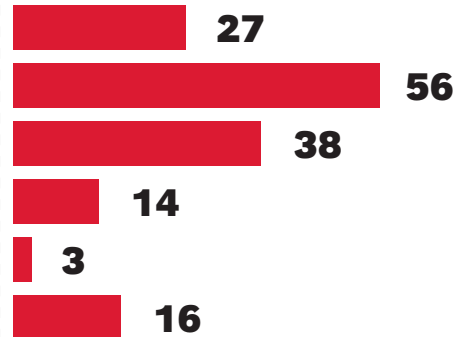


RECRUITMENT AND RETENTION OF NEBRASKA'S TRANSIT DRIVERS

How long have you worked at your current transit agency?



How long have you worked in the transit industry?



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

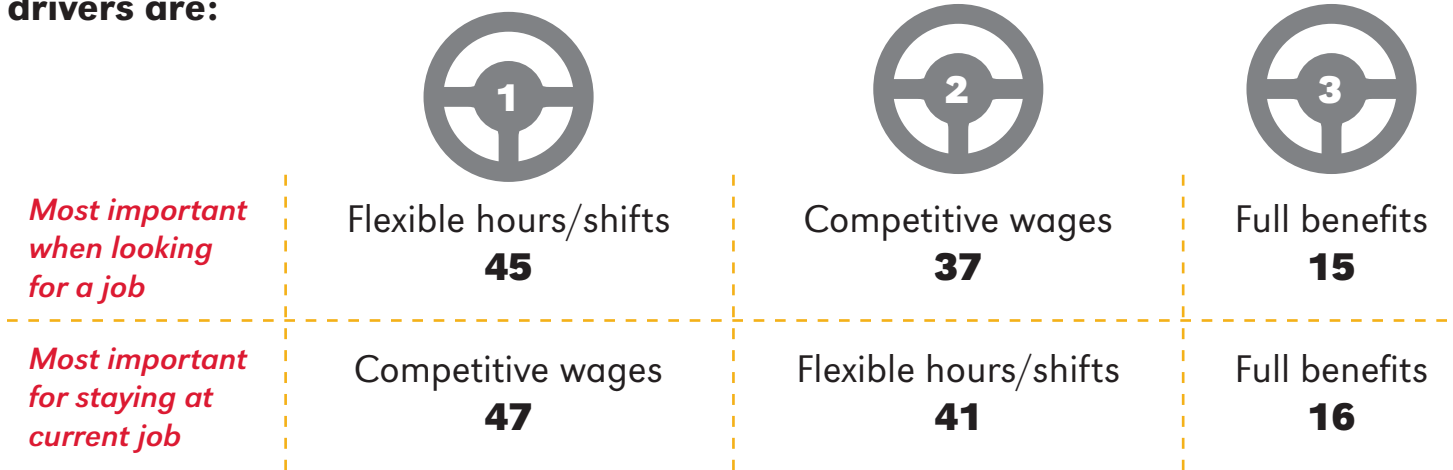


What do you think are the most important things we can do to recruit and retain transit drivers in Nebraska? The top five write-in answers were:

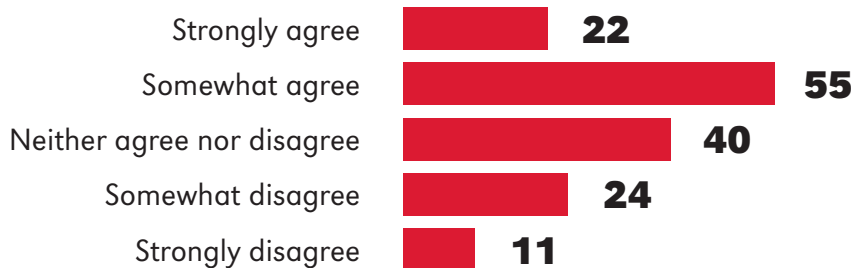


RECRUITMENT AND RETENTION OF NEBRASKA'S TRANSIT DRIVERS

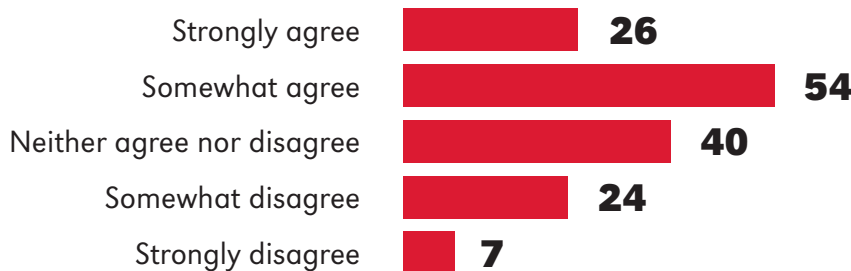
The top three factors that are most important to recruiting and retaining drivers are:



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

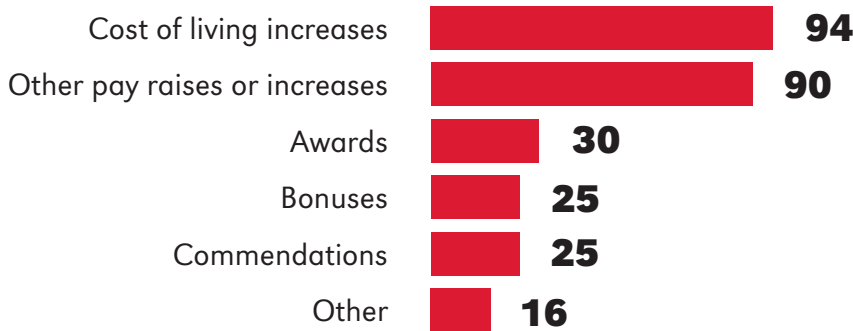


Do you agree or disagree, elected officials and public administrators in Nebraska value public transit in rural communities?

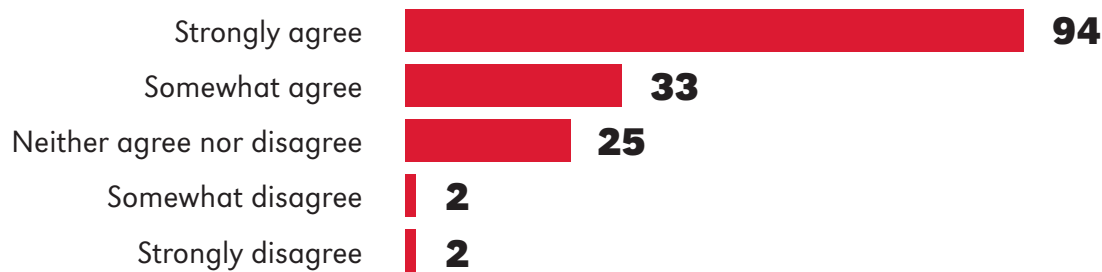


RECRUITMENT AND RETENTION OF NEBRASKA'S TRANSIT DRIVERS

How does your agency currently recognize employees?



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



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



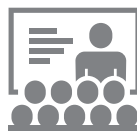
6

First aid,
CPR, AED



3

Coordinating,
dispatching,
operations



3

CDL and new
driver training



2

Hands-on and
up-to-date training

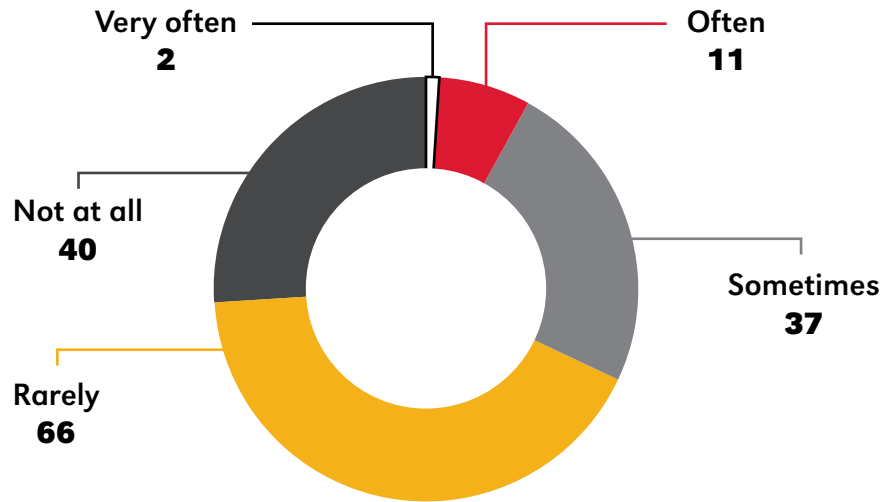


2

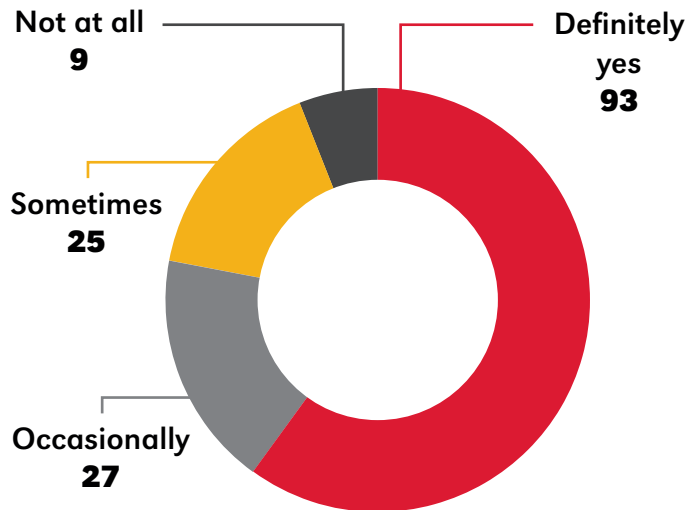
Dealing with disagreeable
passengers

RECRUITMENT AND RETENTION OF NEBRASKA'S TRANSIT DRIVERS

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?

