



# Women in Buses Council

[www.buses.org/wib](http://www.buses.org/wib)  
[wib@buses.org](mailto:wib@buses.org)  
800-283-2877



## EXECUTIVE MANAGEMENT COMMITTEE SEPTEMBER 22, 2015 KRISTINE GEARY, CHAIRMAN

### INTRODUCTIONS OF COMMITTEE MEMBERS

Sandy Borowsky, Kristine Geary, Kim Grzywacz, Claudine Halabi, Michelle Wiltgen, Mary Young

### DISCUSSION

#### Driver Recruitment

- Challenges in hiring for peak time vs. slower times
- Kim – Just raised drivers pay
- Constant recruiting, lose good drivers for opportunities for consistent work
- School bus drivers
  - They receive free training from school district
  - Tend to need customer service training
- Benefits vs. Pay
  - Guarantee of hours/week
  - Union Packages
    - Wage and benefits part of contract
    - Seniority counts
- Hiring
  - Ads online
    - Website (some include a screening form to being process)
    - Free employment sites
    - Indeed.com
    - Craigslist
    - Retired military
    - Driver Referrals (bonuses to current driver)
  - Personality/Job behavior Testing
  - Physical Ability Testing
    - No age limit
  - Background Checks
    - Child/Elderly Abuse

- Overall objective – hire the best and safest people you can and provide continuous training

## **DRIVER TRAINING**

- Kristine – Has driver trainer (safety and compliance staff)
- Kim – Has driver trainer, drivers pay for training
- Inexperienced drivers
  - Give them non-senior groups, non-international
  - Personality is key for charter drivers

## **DRIVER RETENTION**

- Kristine – Offered an opt in/out benefit of holding back pay during peak time so they can draw on this account during slim times
  - Tried for a year
  - Bookkeeping Nightmare
  - Not well received by drivers
- Encourage the drivers to have a savings account
- Safety Bonus
  - 3 strikes and you're out fuzzy rule

## **DRIVER SCHEDULING**

- Kristine – schedules one month out on a skeleton and then fills in
- Kim – 3 weeks out and then weekly revisions
- Mary – 1 week out in writing with show up fee if cancel day of trip
- Sandy – 3 days out per union, overnights are posted and based on seniority
- Use email, text – based on driver request

## **ELECTRONIC LOGS**

- Investment but saves tons of time
- Helps with customer discrepancies
- Use for checking the timing of tours
- Big Road and Saucon used – question of if Big Road is DOT Compliant
- Have to still use books with electronic logs

## **NETWORK**

- Important to have network from out of hours drivers, breakdowns
- Resources
  - Insurance brokers
  - GroupConnect.com
  - ABA
  - UMA
  - BusRates.com
  - Limoanywhere.com
- Use social media to reach out to each other

## **NEXT MEETING**

### **COMMITTEE MEETING (CONFERENCE CALL)**

- Tuesday, Oct. 27 at 2 PM ET
  - Email with possible topic(s) for discussion
- Tuesday, Nov. 17 at 2 PM ET
- Tuesday, Dec. 15 at 2 PM ET

### **WIB COUNCIL ONSITE MEETING**

Sat., Jan. 9: 11 AM – 1 PM

Marketplace 2016, Louisville, KY