

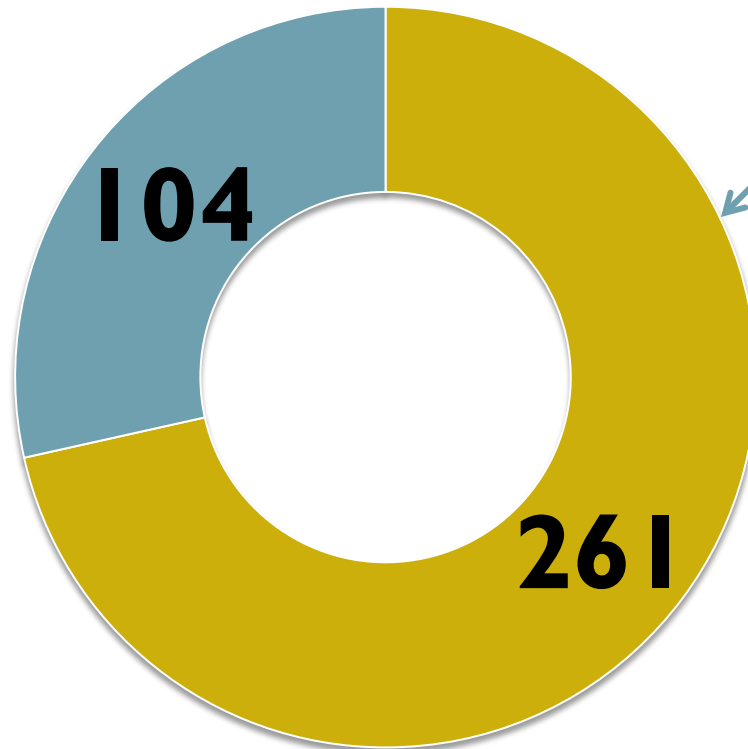


**Massachusetts Bay
Transportation Authority**

Employee Availability – Supplemental Materials

May 10, 2015

Baseline Employee Availability

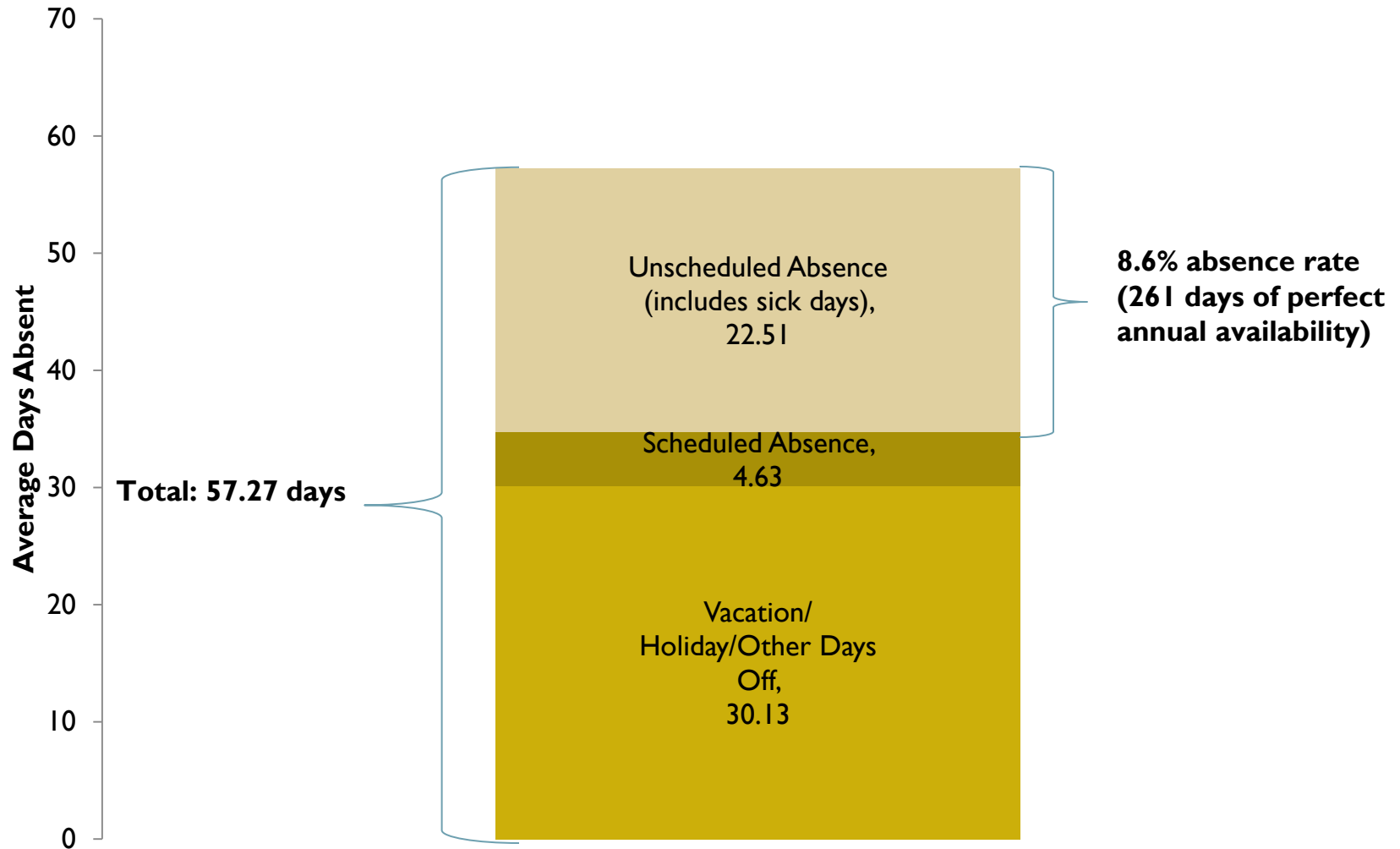


- ▶ **Assumes:**
 - ▶ No vacation days
 - ▶ No sick days
 - ▶ No training

■ Working Days ■ Regular Days Off



An average of 57 days of absence for “average” MBTA employee (from the 261 available days)



Absences by Category

Total FY14 Absences : **57.27**

Vacation/Holiday/Other Day Off: **30.13**

Vacation	17.60
Holiday	10.99
Comp Time	1.03
Personal Day	0.51

Scheduled Total: **4.63**

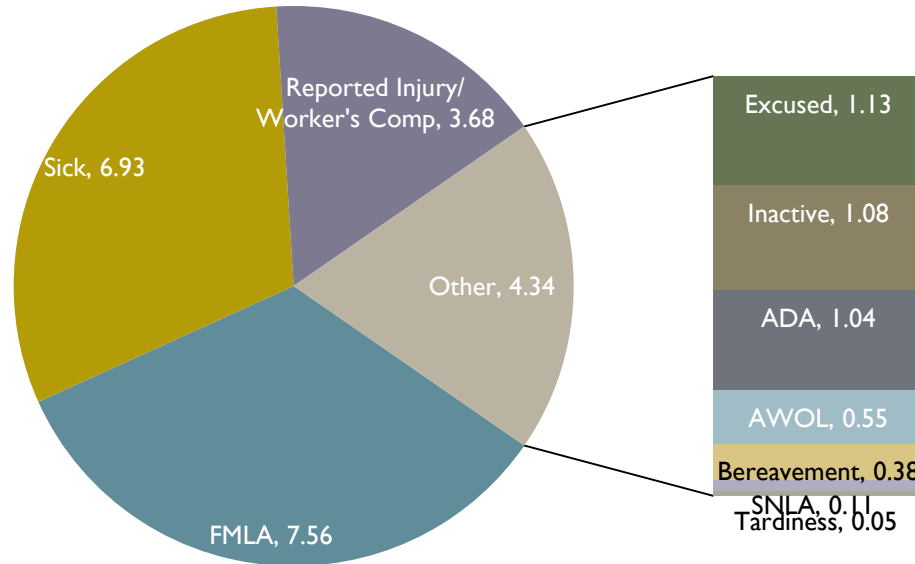
Training	2.19
Suspended	1.73
Military	0.26
Union Business	0.20
Jury Duty	0.14
Parental	0.07
Court-Ordered	0.02
Leave of Absence	0.02

Unscheduled Total: **22.51**

FMLA	7.56
Sick	6.93
Reported Injury/Worker's Comp	3.68
Excused	1.13
Inactive	1.08
ADA	1.04
AWOL	0.55
Bereavement	0.38
SNLA	0.11
Tardiness	0.05

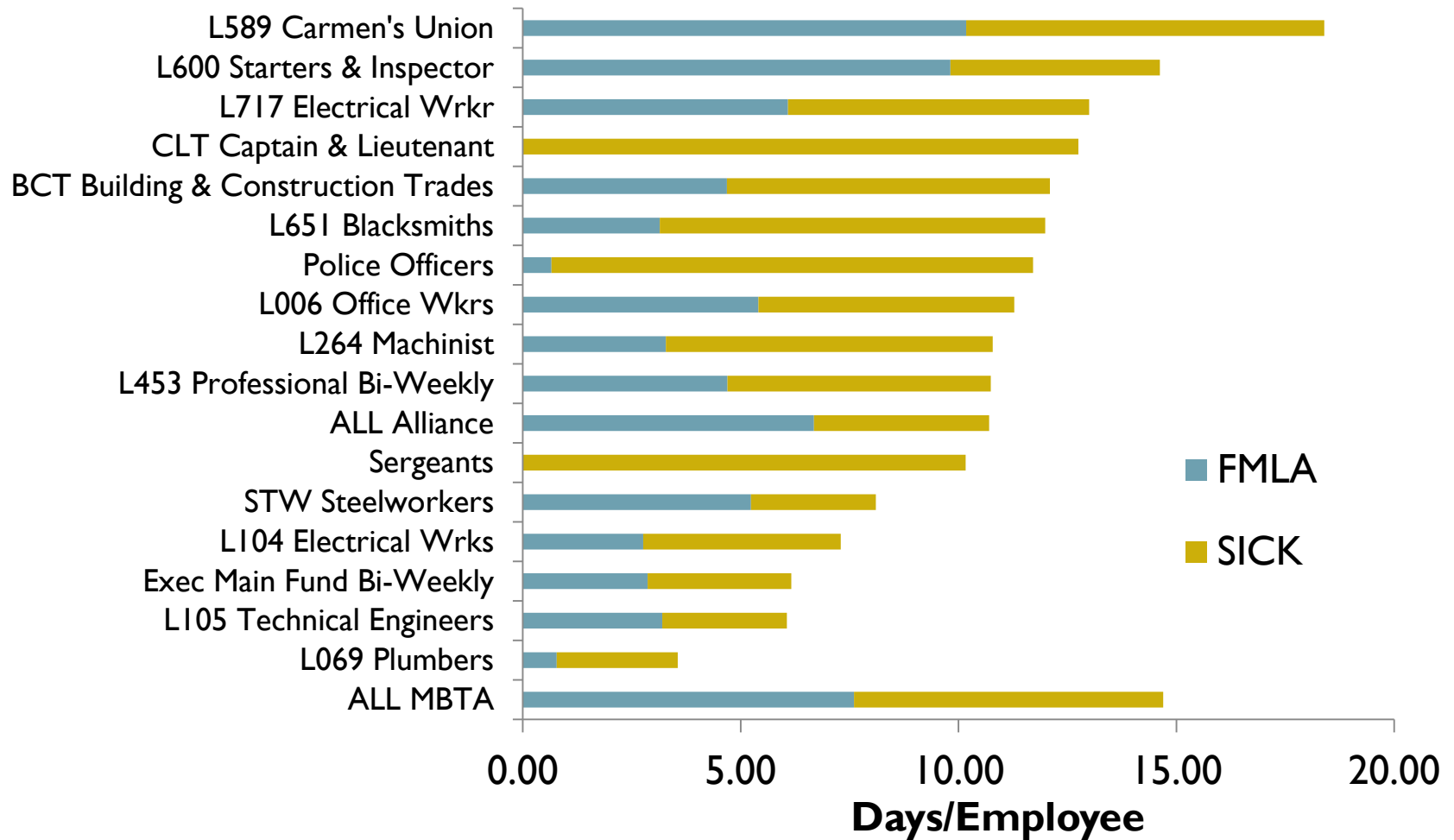
Days in Year	365
104 Regular Days Off	104
Work Days in Year	261
Average Employee Availability	204

Unscheduled Absences



- ▶ Rate: 22.51 days, of unscheduled absence or 8.6% of working days
- ▶ Together, FMLA and Sick days account for approximately 14 of the 22.5 yearly days of unscheduled absence
- ▶ Highest rates:
 - ▶ FMLA: 7.56 days
 - ▶ Sick: 6.93 days
 - ▶ Injury/Worker's Comp: 3.68 days

FY14 FMLA & SICK by Union Group



Absences and Employee Counts for ADA

Fiscal Calendar Year	Absence Type	Union Description	AIC (Employee Group)	# of Employees	%	# of Days	%	
2014	ADA LONG TERM	ALL Alliance	11-J: Maint. Supervisors	3	1.3%	85	0.8%	
			2A-C: Professionals	3	1.3%	64	0.6%	
		BCT L007 Iron Workers	7B: Steel & Construction Trades	1	0.4%	0	0.0%	
		BCT L017 Sheet Metal Wrks	7B: Steel & Construction Trades	1	0.4%	4	0.0%	
		BCT L035 Painters	7B: Steel & Construction Trades	1	0.4%	29	0.3%	
		BCT L103 Electrical Workers	7C: Electrical Trades	5	2.1%	253	2.4%	
		Exec Main Fund Bi-Weekly	3A-C: Technicians	1	0.4%	1	0.0%	
		L006 Office Wkrs	6A-B: Office/Clerical	1	0.4%	173	1.6%	
		L104 Electrical Wrks	7C: Electrical Trades	1	0.4%	59	0.6%	
		L264 Machinist	7A: Mechanics	2	0.9%	41	0.4%	
		L453 Professional Bi-Weekly	1H: Trans. Supervisors	2A-C: Professionals	4	1.7%	232	2.2%
				6A-B: Office/Clerical	2	0.9%	31	0.3%
		L589 Carmen's Union	3A-C: Technicians	7A: Mechanics	2	0.9%	46	0.4%
				7C: Electrical Trades	1	0.4%	15	0.1%
				8E: Track Positions	1	0.4%	76	0.7%
				1H: Trans. Supervisors	1	0.4%	13	0.1%
				3A-C: Technicians	3	1.3%	153	1.4%
				8A: Surface Operators	100	42.7%	4,385	41.0%
				8B-C: Motorpersons	36	15.4%	1,741	16.3%
				8D: Customer Service Agents	10	4.3%	685	6.4%
				8A: Surface Operators PT	24	10.3%	1,178	11.0%
				8B-C: Motorpersons PT	15	6.4%	648	6.1%
		8D: Customer Service Agents PT	3	1.3%	205	1.9%		
L600 Starters & Inspector	1H: Trans. Supervisors	11	4.7%	367	3.4%			
L717 Electrical Wrkr	7C: Electrical Trades	1	0.4%	14	0.1%			
STW Steelworkers	1A-F: Executives/Managers	1	0.4%	146	1.4%			
FY2014 Total				234	100.0%	10,707	100.0%	

2014 MBTA Employees

6275

Carmen
use 85%.

% of Employees ADA

3.7%



FY 2014 MBTA Employee Availability by Union Affiliation

Absence Category	ALL Alliance	Building & Construction Trades	CLT Captain & Lieutenant	Exec Main Fund Bi-Weekly	L006 Office Wks	L069 Plumbers	L104 Electrical Wks	L105 Technical Engineers	L264 Machinist
VACATION	20.73	16.28	28.29	19.01	20.03	9.57	15.01	18.03	17.82
HOLIDAY	10.79	11.46	9.91	11.75	12.00	11.23	11.40	11.60	10.83
COMPTIME	0.00	0.00	0.00	6.11	0.10	0.00	0.00	2.28	0.00
PERSONAL DAY	0.32	0.42	0.00	2.66	0.85	0.24	0.51	0.33	0.33
TRAINING	4.21	1.09	0.00	0.16	7.34	0.89	0.61	0.17	1.31
SUSPENDED	0.36	0.10	3.38	0.41	2.90	0.00	0.52	0.26	0.45
MILITARY SERVICE	0.87	0.00	1.04	0.00	0.00	0.00	0.00	0.47	0.03
UNION BUSINESS	0.09	0.70	0.00	0.00	0.00	0.00	0.00	0.00	0.15
JURY DUTY	0.13	0.13	0.07	0.32	0.04	0.12	0.05	0.77	0.05
MATERNITY/PATERNITY	0.00	0.00	0.00	0.22	0.00	0.00	2.01	0.00	0.00
COURT-ORDERED APPEARANCE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
LEAVE OF ABSENCE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FMLA	6.68	4.68	0.00	2.87	5.41	0.78	2.76	3.20	3.28
SICK	4.02	7.41	12.75	3.30	5.87	2.78	4.54	2.86	7.50
RPT INJURY/WORKERS COMP	2.37	7.56	0.00	0.25	0.00	0.00	0.01	0.00	7.68
EXCUSED ABSENCE/WAIVER	0.32	0.89	0.04	0.76	2.80	0.63	1.88	0.59	0.37
ADA LONG TERM	0.38	0.71	0.00	0.00	5.97	0.00	0.64	0.00	0.10
AWOL/UNEXCUSED	0.02	0.26	0.00	0.05	0.00	0.00	0.49	0.01	0.85
BEREAVEMENT	0.34	0.38	0.19	0.21	0.22	1.38	0.42	0.34	0.26
SMALL NECES LEAVE ACT	0.15	0.05	0.00	0.11	0.34	0.00	0.00	0.00	0.06
TARDINESS	0.01	0.01	0.00	0.00	0.00	0.00	0.02	0.00	0.03
Total Absence Days/Emp	51.81	52.15	55.66	48.17	63.88	27.61	40.87	40.91	51.10
Employee Availability (Days/Emp)	209.19	208.85	205.34	212.83	197.12	233.39	220.13	220.09	209.90
Avg # of Employees	387	401	16	277	29	9	92	123	416

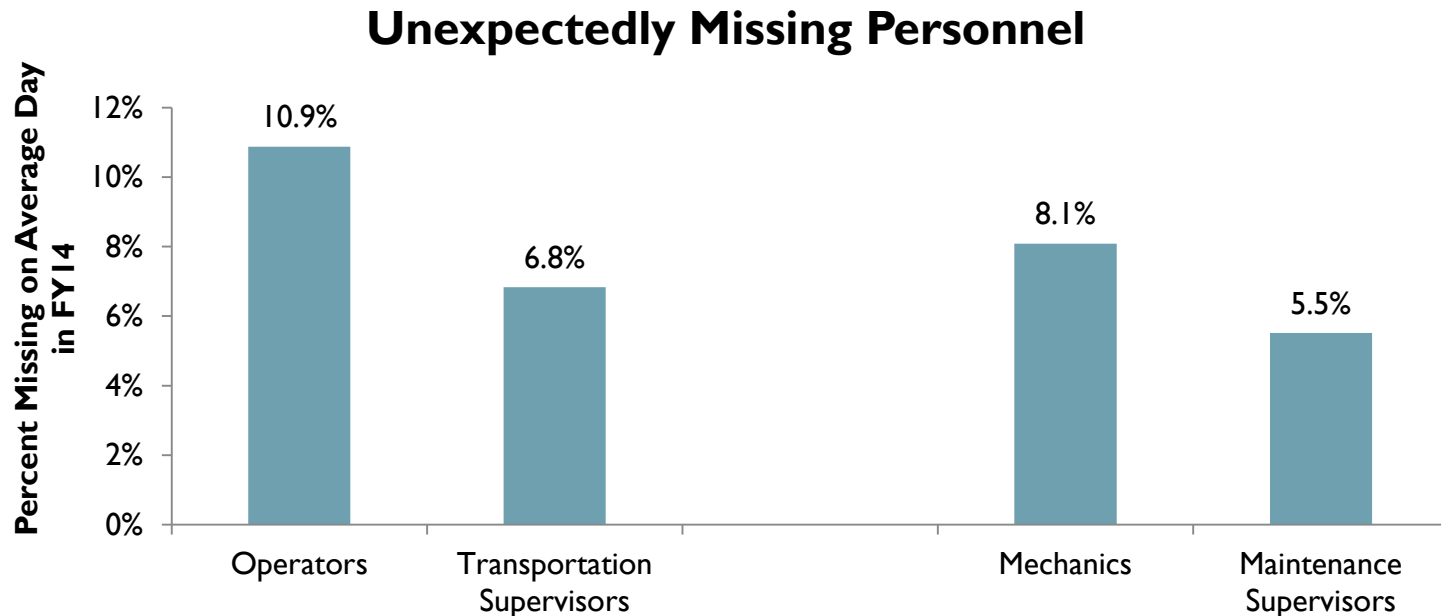
FY 2014 MBTA Employee Availability by Union Affiliation

Absence Category	L453 Professional Bi-Weekly	L589 Carmen's Union	L600 Starters & Inspector	L651 Blacksmiths	L717 Electrical Wrkr	Police Officers	Sergeants	STW Steelworkers	ALL MBTA*
VACATION	16.61	17.24	22.35	13.07	15.70	17.07	22.74	18.52	17.60
HOLIDAY	11.74	10.79	10.54	11.45	11.64	10.18	10.04	11.80	10.99
COMPTIME	9.61	0.00	0.00	0.00	0.00	0.00	0.00	6.34	1.03
PERSONAL DAY	0.84	0.35	0.27	0.09	0.56	0.00	0.00	2.84	0.51
TRAINING	3.80	2.03	7.36	0.00	0.00	0.00	0.00	0.98	2.19
SUSPENDED	0.78	2.79	0.64	0.00	3.99	1.42	0.00	2.46	1.81
MILITARY SERVICE	0.00	0.17	0.00	0.00	0.00	3.31	0.00	0.00	0.26
UNION BUSINESS	0.63	0.17	0.04	1.98	0.41	0.00	0.00	0.01	0.20
JURY DUTY	0.10	0.13	0.10	0.00	0.17	0.04	0.07	0.19	0.14
MATERNITY/PATERNITY	0.00	0.05	0.04	0.00	0.00	0.00	0.00	0.00	0.07
COURT-ORDERED APPEARANCE	0.00	0.04	0.00	0.00	0.00	0.00	0.00	0.00	0.02
LEAVE OF ABSENCE	0.00	0.03	0.00	0.00	0.00	0.00	0.00	0.05	0.02
FMLA	4.70	10.18	9.82	3.14	6.09	0.66	0.00	5.23	7.60
SICK	6.04	8.22	4.81	8.85	6.91	11.05	10.16	2.87	7.10
RPT INJURY/WORKERS COMP	0.35	3.95	1.96	15.97	8.90	5.78	2.37	0.00	3.68
EXCUSED ABSENCE/WAIVER	2.45	0.50	0.08	0.32	3.64	0.05	0.12	0.60	1.26
ADA LONG TERM	0.73	2.72	1.19	0.00	0.28	0.00	0.00	1.44	1.71
AWOL/UNEXCUSED	0.19	0.81	0.34	0.00	0.10	0.00	0.00	0.00	0.55
BEREAVEMENT	0.27	0.46	0.30	0.26	0.52	0.15	0.10	0.36	0.38
SMALL NECES LEAVE ACT	0.24	0.12	0.10	0.43	0.47	0.00	0.00	0.25	0.12
TARDINESS	0.01	0.08	0.02	0.13	0.16	0.00	0.00	0.01	0.05
Total Absence Days/Emp	59.10	60.82	59.95	55.68	59.54	49.70	45.60	53.95	57.27
Employee Availability (Days/Emp)	201.90	200.18	201.05	205.32	201.46	211.30	215.40	207.05	203.73
Avg # of Employees	400	3377	309	12	50	188	31	101	6275

* Includes 57 Unaffiliated Employee Titles

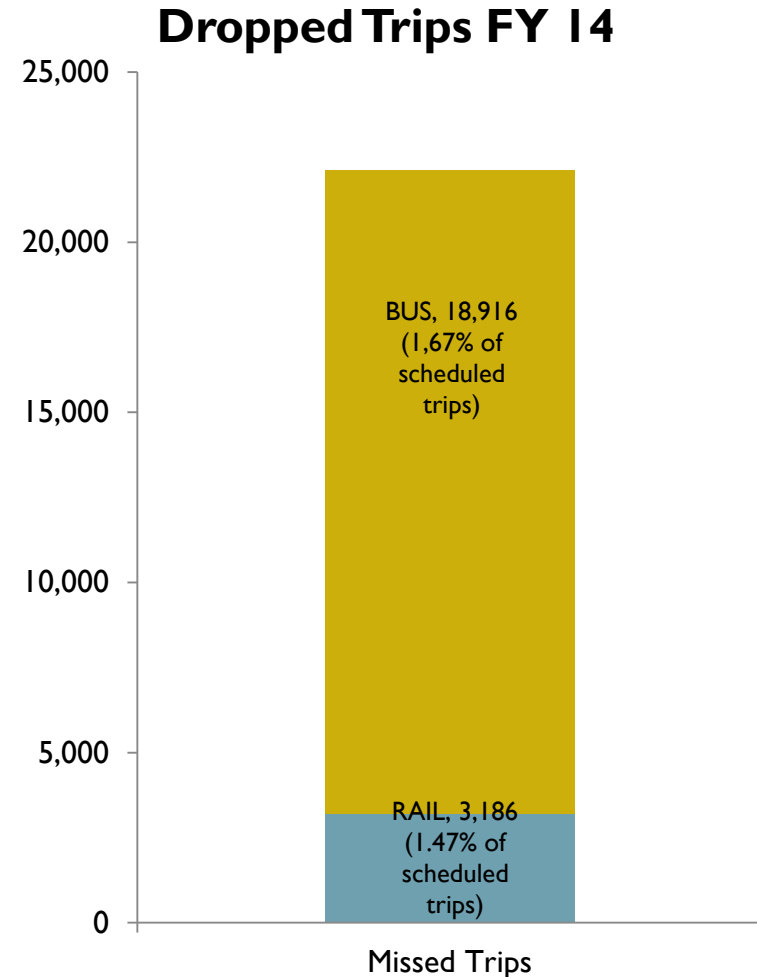
Employee availability by day

- ▶ Viewed in another way, on the average day in FY 14, 8.6% of the employees were unexpectedly absent
- ▶ Some absences have direct impacts on customer experience:



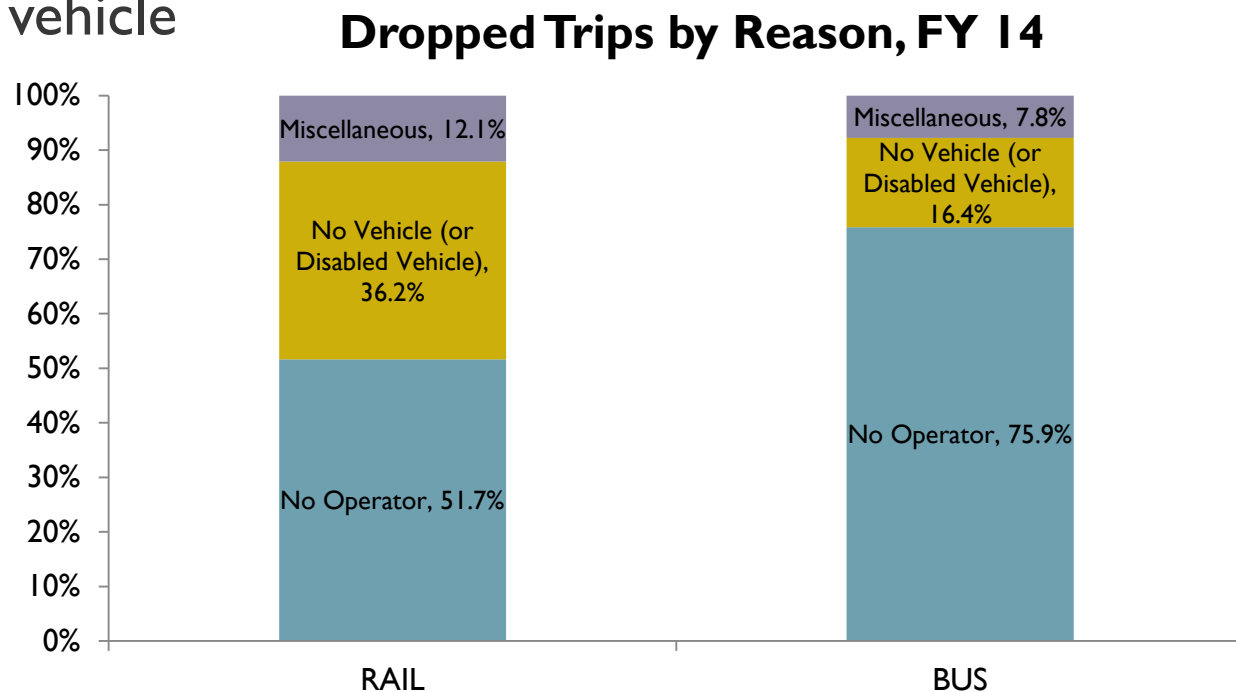
Customer Impacts

- ▶ In FY 2014, a total of 22,102 weekday trips were dropped (1.64%) out of a total of 1,349,268 scheduled trips
- ▶ The vast majority of both scheduled and dropped trips are bus trips
- ▶ Bus trips are dropped at a higher frequency (1.67%) than rail trips (1.47%)



Customer Impacts

- ▶ Unscheduled absences create the most disruption, especially when they result in dropped trips and directly affect customers
 - ▶ Due to operator absence
 - ▶ Due to lack of vehicle

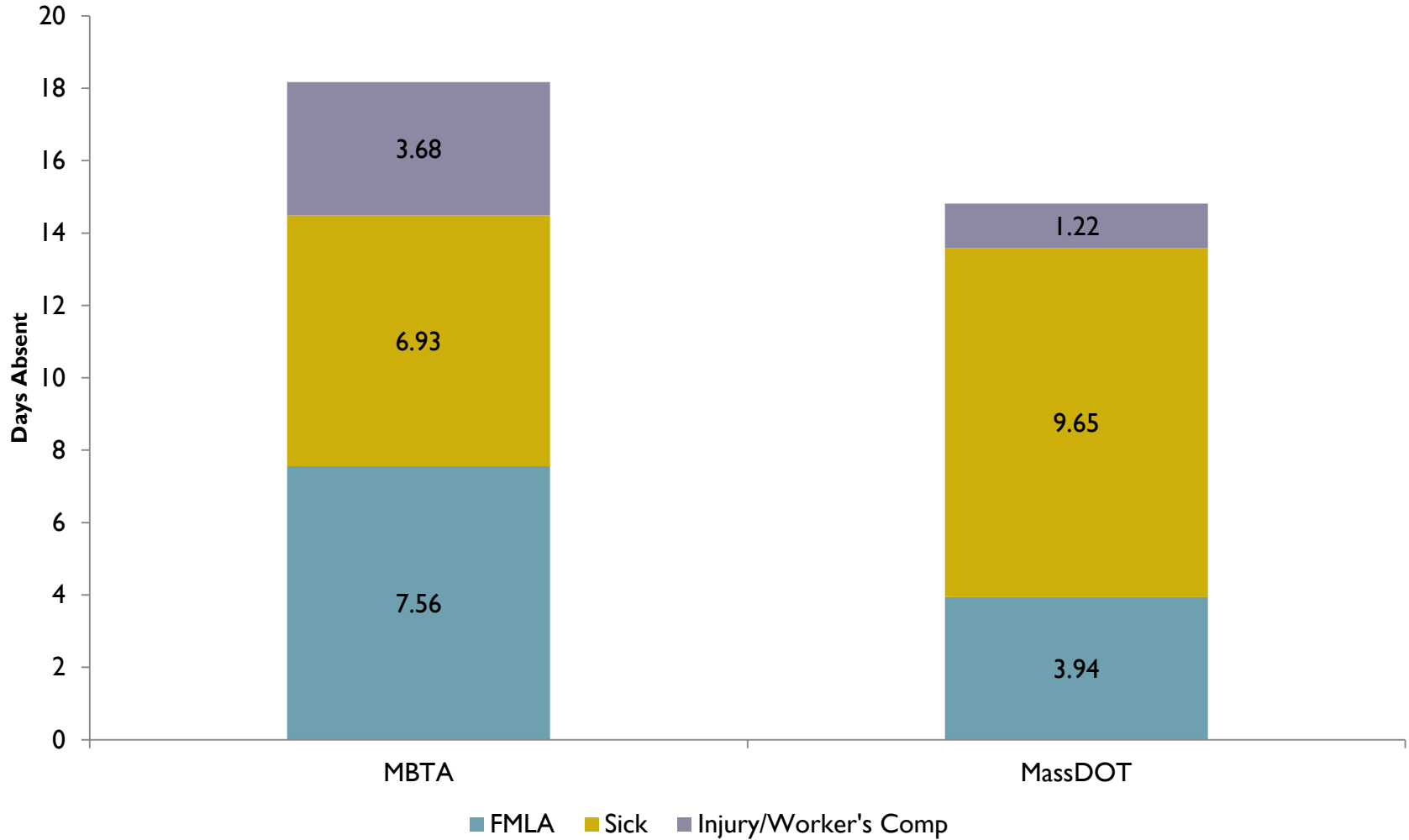


FMLA Use Distribution

- ▶ The average 7.56 days of FMLA use per employee includes the majority of the MBTA workforce that does not use FMLA
- ▶ Of those who use FMLA:
 - ▶ Mean number of days used per employee in FY2014: 21.8
 - ▶ Median number of days used per employee in FY2014: 13.9
*(**Mean vs. Median:** Mean is the average; Median is the middle point of the numbers where half are above and the other half below)*
- ▶ Distribution of FMLA Users:
 - ▶ Bottom 20% used less than 5 days in FY14
 - ▶ Bottom 40% used less than 10 days in FY14
 - ▶ Top 20% used between 36 and 252 days



Unscheduled Absences across Agencies



Absence Reasons by Day of the Week

- ▶ On an average day in FY2014:
 - ▶ 3.38% of the MBTA workforce was absent classified FMLA
 - ▶ 2.81% of the MBTA workforce was absent classified Sick Paid or Sick Leave Unpaid
- ▶ FMLA is used:
 - ▶ Most on Saturdays (4.3% average absence rate due to FMLA)
 - ▶ Least on Tuesdays (2.9% average)
- ▶ Sick days:
 - ▶ Occur most on Fridays (3.3% average absence rate due to illness)
 - ▶ Occur least on Sundays (2.3% average)

	Avg Mon	Avg Tues	Avg Wed	Avg Thur	Avg Fri	Avg Sat	Avg Sun
FMLA Absences	3.2%	2.9%	3.1%	3.1%	3.5%	4.3%	3.6%
Sick Absences	2.9%	2.7%	2.9%	3.0%	3.3%	2.5%	2.3%

