

# Executive Summary

North Carolina transit agencies continue to face challenges in hiring and retaining drivers and other operations staff. An employee compensation survey of North Carolina transit agencies was conducted by the NCDOT Integrated Mobility Division in August 2021 to better understand transit workforce trends and the role salaries, benefits and other factors play in operator vacancy rates.



Integrated Mobility Division  
N.C. DEPARTMENT OF TRANSPORTATION



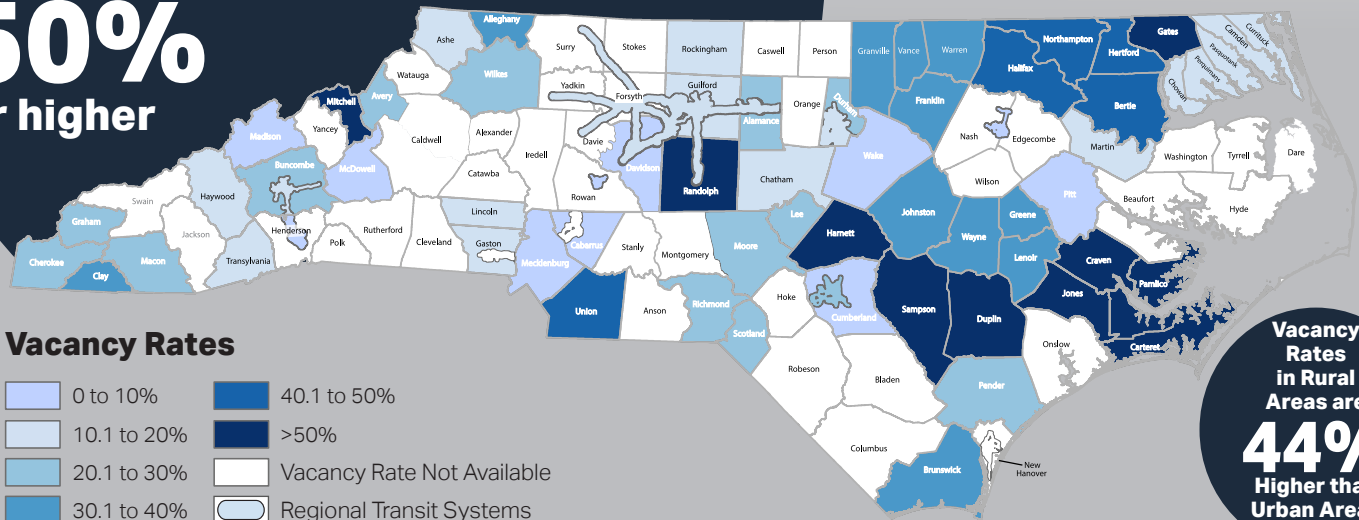
# 71

## Transit Agencies Participated

*The survey was distributed to all North Carolina transit agencies to understand vacancy rates, pay rates, benefits and other strategies for recruiting and retaining employees.*

Eight transit agencies reported vacancy rates of

# 50% or higher



Vacancy Rates in Rural Areas are **44%** Higher than Urban Areas



### TRAINING, HEALTH BENEFITS, QUALITY WORK ENVIRONMENT

Transit systems which offer healthcare benefits, offer CDL training, and that foster a quality working environment have lower vacancy rates.



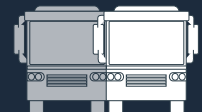
### RELIABLE HOURS AND PAY ATTRACTS WORKERS

Transit systems with a higher percentage of full-time drivers and/or more generous overtime policies have lower vacancy rates.



### HIGHER PAY LEADS TO LOWER VACANCIES

Transit systems with higher minimum pay rates have lower vacancy rates.



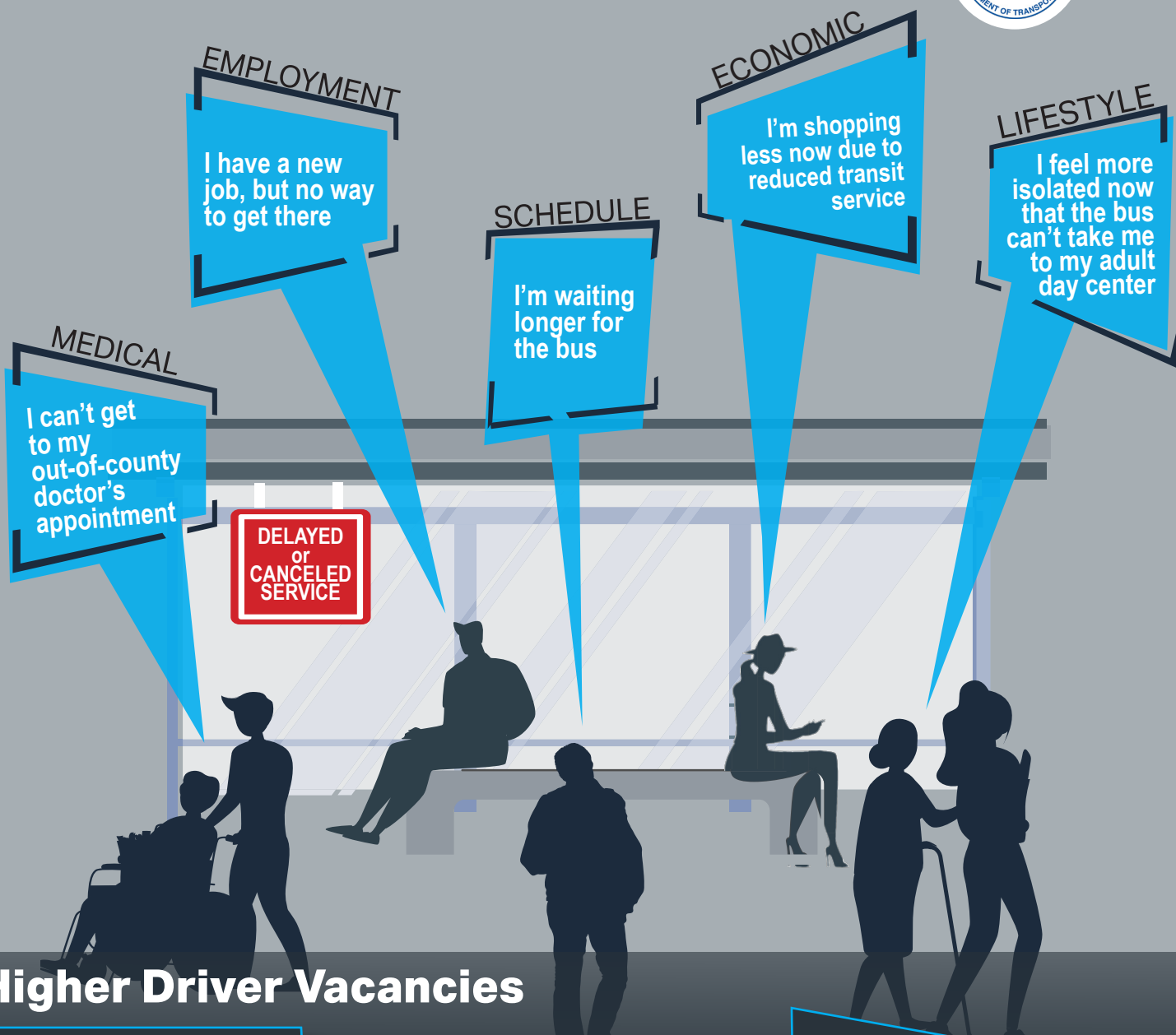
### BLENDED SERVICES CAN CREATE MORE OPPORTUNITIES

Transit systems which blend purchased and directly operated transportation services have lower average vacancy rates.

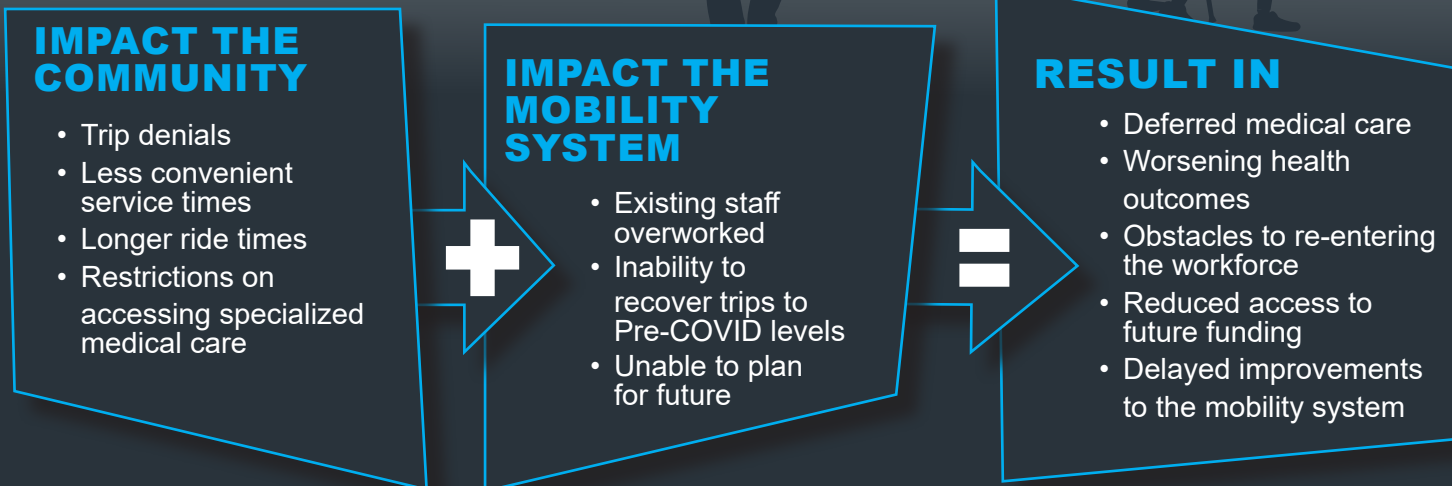
# Mobility is being limited due to Higher Driver Vacancies



Integrated Mobility Division  
N.C. DEPARTMENT OF TRANSPORTATION



## Higher Driver Vacancies



# Investing in **Our Operators** is an Investment in **Our Community**



Integrated Mobility Division  
N.C. DEPARTMENT OF TRANSPORTATION



**\$13+**  
HIGHER  
PAY

**43%**  
= LOWER  
VACANCIES

**35+**  
HOURS  
PER WEEK

**45%**  
= LOWER  
VACANCIES

**CDL**  
TRAINING/  
BENEFITS

**15%**  
= LOWER  
VACANCIES

**IN-HOUSE +  
CONTRACT**  
BLENDED  
SERVICES

**18%**  
= LOWER  
VACANCIES

As front-line essential workers and the face of the transit system, operators are the most important human resource in the transit industry.