



FMCS

FEDERAL MEDIATION &
CONCILIATION SERVICE

FY2019 LABOR-MANAGEMENT COOPERATION GRANT PROGRAM FUNDING SUMMARY

19-TX/I-001

Greyhound Lines, Inc.

Amalgamated Transit Union (ATU) Local 1700

Dallas, TX

Amount Awarded: \$97,636

Problem: The Company and ATU Local 1700 recognize that new drivers are leaving the Company at an unacceptably high rate during their first year on the ExtraBoard. Exit surveys are indicating that one of the main reasons is the quality of life that a new driver will experience while on the Extraboard.

Strategy: ATU Local 1700 and Greyhound are committed to finding new ways to improve the first year experience. To that end we (Company and Union Representatives) would travel to our larger locations, join together with management and drivers to design experiments that work well for that location. Once defined and agreed upon, the experiment would be implemented. We would use weekly calls to gather feedback from both the Company and the Union on the experiment.

Expected Results: The Company and Union fully expect to reduce the attrition of new drivers by 10% over the course of this grant award. During our most recent peak turnover months (July – August), we have seen more than a 50% reduction in attrition in New York City where we successfully implemented this initiative in March 2019.