

2017 Budget

Full Time Transit Operations Supervisor Justification Report

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MARITIME METRO TRANSIT

This Division of the Department of Public Infrastructure consists of eleven full-time drivers, seven part-time drivers, one full-time Clerk II, a 0.15 Clerk II, one full-time Mobility Manager, and a 0.6% Transit Manager. Maritime Metro Transit (MMT) operates Monday – Friday 4:45 a.m. – 8:20 p.m. and on Saturdays 8:15 a.m. – 4:15 p.m. The one full-time and one half-time Mechanics are overseen by the Fleet Manager and the Fleet Team Leader.

There has been a Transit Manager for the City since the system was taken over. I believe all but one Manager has had minor roles in other divisions of the City in addition to their primary duties of Transit. These ancillary roles included DPW Business Manager, Cemetery Manager and Buildings & Grounds Supervisor.

Presently, the Transit Manager is divided 60:40 between Transit and Buildings & Grounds. The service time of these two divisions is 4:45 a.m. – 11:00 p.m. Hours of Supervision vary but generally are from 6:00 a.m. – 5:00 p.m. Monday – Friday and 1- 2 hours on Saturdays.

Problem

The work load for this position changed in 2012. In addition to the Transit System, the Transit Manager is entrusted with overseeing the Buildings and Grounds division which encompasses the physical care of the Senior Center, the Rahr-West Art Museum, three Fire Stations, the Safety Building, City Hall, the Armory and the Aquatic Center, leading the City in its LEAN journey, assisting the City in major building related projects, and the Manitowoc Marina.

There are two similar sized Transit systems in the State; Stevens Point and Janesville. Each of these systems has at least three full-time supervisors dedicated to Transit in addition to other support staff. The current MMT Manager has 26 FTE direct reports plus a few LTE's with no additional supervision or Team Leaders. The Transit division is also unique in that it is a Union shop, complete with all the added complexities that the Teamsters bring with them.

Supervisory work not being performed include regular fare box auditing and auditing of our contracted service provider Assist to Transport. Major supervisory functions that can be improved are immediate supervision of bus routes, employee activity at the bus garage, transfer points and transfer center, safety training, driver training, marketing, performance reviews and complaint follow-up.

Solution

In an ideal situation, I would ask for a full-time Transit Operations Supervisor in addition to the present staff. Although one additional Supervisor would not bring us up to the standards set by other similar sized Transit systems, it would go a long way in the right direction. The added cost of an additional Supervisor complete with benefits would be approximately \$67,500.00. The local share of this increase is roughly half, \$ 33,750.00.

Solution(cont)

I clearly understand that we are not in ideal times, but none the less, we need to improve the current situation. To not address the areas of concern brought forward in this letter would be a mistake. I suggest the following plan of action:

- Establish and post a new, exempt, full-time position of Transit Operations Supervisor,
- Eliminate a full-time Clerk II position,
- Continue to cross-train the Mobility Manager in the daily operations of MMT to act as a fully capable contributing team member,
- Back-fill the Clerical II position with two (2) four hour periods of clerical work per week.

The need is clearly there. We were fortunate to convince the County to re-locate the Mobility Manager under our roof. This allows us to shift the clerical work associated with the Elderly and Rural Disabled administration to her in addition to some of the complementary City ADA Paratransit work. These tasks are in addition to the rural and out-of-county volunteer program administration that was recently brought over from the County. While only here for a few weeks, this position has already proven useful by providing back-up during meetings and other short term vacancies of the full-time clerical position.

While the new position should be posted, the incumbent Clerk II, Marlo Kohlmann, whose job would be eliminated as part of this plan, is a natural fit. In addition to an eight year career as an over-the-road interstate truck driver, she has worked for the last ten years for Maritime Metro Transit as a driver and Transportation Coordinator. She has successfully completed Supervision training offered by both CVMIC and TMI and attended formal Grant Application training. On top of this formal training, she has an intrinsic trait of being passionate for public transportation, not a common value as you can imagine.

There are two part-time Clerks within the City system who have already been cross trained at Transit. Both have expressed an interest in working here and picking up the extra hours. Adding 8 hours per week to one of their schedules will not trigger additional benefits such as health insurance. These eight hours will be spent performing accounts payable/receivables, death list database updates, general filing, and front counter customer service.

This is not an ideal solution. Rather, it is a step in the right direction and one that we can afford at this time. It also is a logical progression towards the succession planning process. Much if not all of the \$13,000.00 fiscal impact can be absorbed by the current Transit Budget because of favorable fuel prices.

If approved, the next steps are the wage rates for the new position will have to be established by Carlson-Detman and the attached Job Description will need to be scrutinized and approved.

Please let me know if there are any questions I can answer or if I can provide additional information.