

TO: Personnel Board
FROM: Brittney Hayes, Human Resources
DATE: June 8, 2026
SUBJECT: Bus Terminal Coordinator (New position), Parking Division

On April 6, 2026, Stefanie Cox, Parking Division Director, submitted a request to Human Resources for the creation of a position dedicated to coordinating the operations of Madison's first intercity bus terminal, which is projected to open this fall. The Operating Budget for the Parking Division does not indicate a compensation group or range for the new position. The Position Classification Worksheet submitted by the Parking Division to Human Resources proposed that the new position be placed in CG16/R14. Based on the Position Description submitted (attached), a review of comparable positions in the City's classification plan, and discussions with Department of Transportation Director, Christof Spieler, Parking Division Director, Stefanie Cox and Parking Operations Manager, Glenn Hall, it is recommended that a new classification series of Field Leadworker 1-2 be established, and a position with the working title of Bus Terminal Coordinator be created in the classification of Field Leadworker 1 in CG 16/R14 of the Parking Division operating budget.

The Position Summary included in the submitted Position Description for the Bus Terminal Coordinator states:

...responsible for the day-to-day operation of the intercity bus terminal connected to the Lake Street Parking Garage. This position coordinates bus arrivals and departures, assigns bus bays, supports passengers and drivers with wayfinding and customer service, maintains terminal cleanliness, and ensures safe, orderly terminal operations. The role **serves as the primary on-site point of contact during assigned shifts and works closely with intercity bus carriers,** Parking Division staff, security personnel, and City partners.

Functions include **coordinating with carriers and passengers** on unscheduled or delayed bus arrivals and departures, **assigning and reassigning bus bays,** tracking service delays, **monitoring terminal activity** to prevent conflicts between buses, pedestrians, and vehicles; **responding to customer complaints, managing crowd flow** during peak travel times, supporting ADA accessibility needs, performing light maintenance and housekeeping tasks, **enforcing terminal rules and policies,** and completing shift logs and incident reports. Work is performed under the general direction of the Parking Field Supervisors and Parking Operations Manager. [emphasis added]

In the Parking Division, it is estimated that in order for someone to possess the knowledge, skills and abilities required to perform the work, they would need at least two years of responsible experience supporting the daily operation, coordination, or service delivery of a parking or transportation facility, comparable to the duties of a Parking Division field operations or customer service employee including at least one year of leadwork experience coordinating people, monitoring day-to-day activities, and assisting with training or operational decision-making; or at least two years of work experience that involved facility management, program coordination, or

service delivery in a public facing environment; and basic recordkeeping practices, including inventory and maintenance documentation. This position should be familiar with transportation facility operations, and/or related maintenance practices, and computer software applicable to the duties of the position.

I compared the Bus Terminal Coordinator to the existing Transit Dispatcher Supervisor position (CG44/R05), which performs a related operational coordination function but is assigned a higher level of responsibility and authority. The Position Description for the Transit Dispatcher Supervisor states:

...responsible for **scheduling work to drivers in person and via the radio system**. It is also responsible for **communication between Metro operations** and the shop as it relates to bus assignments for drivers. This position **coordinates the assignments of Bus Operators/Drivers and revenue vehicles for both scheduled and unscheduled operations**. Communicates schedule and operating information to Full-Time and Part-Time Bus Operators/Drivers in a courteous and professional manner. This position **manages operating the dispatch window** in accordance with the rules, policies and Labor Agreement. [emphasis added]

Both the Bus Terminal Coordinator and the Transit Dispatcher Supervisor provide responsible coordination of operations for a transportation facility, the Transit Dispatch Supervisor performs work at a higher level due to the responsibility for workforce deployment, labor agreement compliance, and operational staffing decisions. The Dispatch Supervisor is responsible for assigning operators to routes, vacant runs, overtime, special events, and emergency response situations, ensuring adequate service coverage and compliance with collective bargaining agreement provisions. The position also manages operator work hours, overtime distribution, and timekeeping processes, directly impacting staffing levels, payroll accuracy, and service delivery. In contrast, this position is not responsible for leading staff but will focus on leading the day-to-day coordination and operations of the bus terminal, coordinating bus movements within the terminal, assigning bus bays, addressing schedule disruptions, and providing customer service to passengers and carriers. While the Bus Terminal Coordinator manages the flow of buses and passengers, the position does not exercise the same level of authority or accountability over personnel assignments, labor compliance, or workforce management that is required of the Transit Dispatch Supervisor. Therefore, placement in the comparable CG16/R16 salary table would not be appropriate, given that the position is not responsible for higher-level functions like the Transit Dispatch Supervisor.

Based on the level of independent judgment required, responsibility for coordinating daily operations of a public transportation facility, and the leadwork nature of the position, Human Resources concluded that the Bus Terminal Coordinator is appropriately placed within Compensation Group 16. Although the position does not have formal supervisory authority or responsibility for workforce deployment, it serves as the primary on-site operational resource during assigned shifts and is responsible for making real-time decisions affecting terminal operations, customer service, safety, accessibility, and coordination with multiple external stakeholders. These responsibilities are consistent with other leadworker-level positions within the City in other Public Works agencies, which supports placement in CG16/R14.

The review of the Bus Terminal Coordinator position also highlighted a broader classification issue within the Parking Division. Human Resources determined that no existing classification adequately described the duties and responsibilities of the new position. Further review found that several existing Parking Division Leadworker positions are currently allocated to classifications originally developed for operational environments outside of Parking and do not accurately reflect the nature of the work performed by the Parking Division Leadworkers. The duties of these positions are more closely aligned with the operational coordination, leadwork responsibilities, and independent judgment exercised by the proposed Bus Terminal Coordinator. As a result, the creation of the Field Leadworker 1-2 classification series provides an appropriate classification for the new position, and also establishes a classification structure that more accurately reflects the work performed by comparable leadworker positions within the Parking Division. Historical classifications such as the Parking Enforcement Leadworker in CG 16, Range 13 and the Parking Revenue Leadworker in CG 16, Range 11, will no longer be utilized for new allocations, and future leadworker positions will be assigned within the Field Leadworker 1-2 series as appropriate. This approach improves internal consistency and ensures that positions are allocated to classifications that are representative of their actual duties and responsibilities.

To provide appropriate flexibility for current and future operational needs within the Parking Division, Human Resources recommends establishing a broader and more general classification series of Field Leadworker 1 and 2. While both classifications are characterized by leadwork responsibilities and operational coordination, the Field Leadworker 2 classification is intended for positions assigned more complex operational duties, greater independent decision-making authority, or broader responsibility for programmatic management and coordinating division activities. The Field Leadworker 1 and Field Leadworker 2 classifications are not intended to function as an automatic progression series; rather this will be determined by agency based on the operational needs. Within the Parking Division, they intend to fill the Field Leadworker 2 only through a promotional selection process, ensuring that higher-level assignments are recognized and filled through a competitive process.

The classification specification for the Field Leadworker 1-2 (CG16/R14 & R15) states:

...responsible **leadwork supporting the effective daily operation, maintenance and service** of city agency **programs and facilities**. Positions in this classification provide first-line **leadership to a variety of field, customer service, enforcement, maintenance and/or operations staff; coordinate and monitor day-to-day activities; make routine operational decisions;** and ensure **consistent, high-quality service** to the public and partner agencies. Work includes assisting with **staffing assignments, training employees, supporting policy and procedure development,** and **performing programmatic, maintenance or field duties** as needed to **maintain safe, accessible, and well-managed operational environments**. Employees in this class help **maintain orderly, reliable maintenance and operations** across multiple environments, and **serve as an initial point of support for field staff** during varied and multishift operations. Work is performed within established guidelines under the general supervision of program, field or operation supervisors or managers, and may involve night, weekend, and special event assignments.
[emphasis added]

For reasons outlined in this memo, I recommend the deletion of the Parking Enforcement Leadworker classification in CG 16, Range13; deletion of the Parking Revenue Leadworker classification in CG 16, Range 11 once the employees using this classification as an underfill in their trainee programs advance to the next level in their training; creation of a new classification series of Field Leadworker 1 and 2 be created in CG16, Ranges 14 and 15, and four (4) FTE positions created into the new classification of Field Leadworker 1, with a working title of Bus Terminal Coordinator. I also recommend that the following employees are reallocated to the corresponding new classifications, within the 2026 Parking Division operating budget.

Position	Employee	Position
4128	T. Metz	Field Leadworker 2
2540	M. Rosales Franco	Field Leadworker 1
5055	B. Charlesworth	Field Leadworker 1
4776	J. McConnell	Field Leadworker 2
1309	D. Alahmed	Field Leadworker 1
3878	K. Peterson	Field Leadworker 1
1271	K. Zakariasen	Field Leadworker 2
3883	P. Stulgaitis	Field Leadworker 1
1302	Vacant	Field Leadworker 1

The necessary resolution has been prepared to implement this recommendation.

Editor's Note:

Compensation Group/Range	2026 Annual Minimum (Step 1)	2026 Annual Maximum (Step 5)	2026 Annual Maximum +12% longevity
16/14	\$69,252.82	\$77,951.90	\$87,306.18
16/15	\$70,951.40	\$80,277.86	\$89,911.12

Cc: Stefanie Cox, Parking Division Director
 Glenn Hall, Parking Operations Manager
 Anne Slezak, Parking Finance Manager
 Erin Hillson, HR Director
 Emaan Abdel-Halim, Deputy HR Director - Recruitment