

CITY OF MADISON
INTER-DEPARTMENTAL
CORRESPONDENCE

DATE: November 20, 2008

TO: Personnel Board

FROM: Gail Glasser, Human Resources

SUBJECT: Vacant Transit Marketing Specialist 1 Position, Madison Metro

At the request of the Transit General Manager we reviewed duties and responsibilities described for a new class in Madison Metro to replace a vacant budgeted position of Transit Marketing Specialist 1 in Compensation Group 44 Range 04. The new position would continue to supervise employees reporting to the existing position, but in a capacity accurately reflecting the customer service responsibilities. Duties of the original class have been incorporated in those of the existing Transit Marketing Specialist 2 position.

The new position will oversee Madison Metro's Customer Service Center activities with direct front-line responsibility for managing questions, complaints and reports of a wide range of challenging situations. In addition, supervisory duties for Metro's front office reception (including Lost and Found, ticket sales and pass sales) and for many Paratransit scheduling and service activities have been assigned to this work area.

The Customer Service Center receives phone calls to the main 266-4466 telephone number with full range of requests for information and comments about services, including Paratransit services to customers whose needs may include extra phone time. Increased online information and higher expectations for specific schedule information and on-time performance have corresponded with greatly increased contacts—from approximately 300 calls/day in 1998 to 1,000 calls/day in 2008. There are 50 to 75 daily email messages to online Customer Service Feedback and mymetrobus@madison.com. The Service Center is also the initial contact for the numerous comments and complaints about Metro's 300+ drivers. Staff follow procedures for reporting routine comments, document them, and direct calls to Operations area supervisors when necessary.

Six full-time employees and five part-time employees handling calls (compared with two full-time and four part-time in 1998) are now scheduled from 6:10 a.m. to 6:00 p.m. Monday through Friday, 8 a.m. to 4 p.m. Saturdays and 12:30 p.m. to 4:30 p.m. Sundays and holidays.

We propose a new position of Transit Customer Service Supervisor reporting to the Transit Marketing Specialist 2 (44/08). Based on the assigned customer service responsibility, working within existing systems to supervise staff, implement policies and coordinate public relations efforts through the Customer Service area, resolve problems, and monitor performance through effective observation and records, we believe the position responsibilities are comparable to those of Public Works Foreperson and Parking Enforcement Supervisor in Comp Group 18 Range 05 (see comparison with CG 44, below) and Transit Parts Supervisor in Comp Group 44 Range 05. We have prepared the necessary Ordinance and Resolution for implementing this recommendation.

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cc: Charles Kamp, Transit General Manager

Mick Rusch, Transit Marketing and Customer Services Manager

<i>Compensation Group/Range</i>	<i>2008 Annual Minimum (Step 1)</i>	<i>2008 Annual Maximum (Step 5)</i>	<i>2008 Annual Maximum with 12% Longevity</i>
44/04	\$44,025	\$50,769	\$56,862
44/05	\$45,553	\$52,815	\$59,150
18/05	\$45,567	\$52,832	\$59,176