

TO: Personnel Board

FROM: Emaan Abdel-Halim, Human Resources

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SUBJECT: Transit Safety Coordinator – Metro Transit, Department of Transportation

At the request of the Transit General Manager (GM), Justin Stuehrenberg, and Transit Services Manager, Crystal Martin, a position study was conducted for the new position in Metro Transit's 2021 operating budget. This new position will work closely with the Transit Services Manager implementing the safety and security plans for Metro's federal compliance requirements. As part of a position study, it is our role to evaluate the duties and responsibilities assigned to a position, and determine how those duties and responsibilities, associated levels of discretion, judgment and other factors, compare to other positions within the City's classification system. My study included a review of the duties and responsibilities for the proposed position, meetings with Martin, Eric Veum, City Risk Manager, and Phil Gadke, Transit Operations General Supervisor; and concluded with a full analysis and the following recommendations for the reasons outlined in this memo:

- Create a new classification of Transit Safety Coordinator in CG 44, Range 5;
- Create the new position (#4850) in the Metro Transit operating budget as a Transit Safety Coordinator; and
- Post the newly classified position for an open and competitive recruitment.

Metro Transit receives federal funding through grants from the Federal Transit Administration (FTA), which require a comprehensive safety framework for the agency, or Public Transportation Agency Safety Plan (PTASP). Previously, Metro Transit's safety program predominately focused on operational risks, reducing accidents and injuries. With the recently updated PTASP, Metro expands the scope of the safety program to include the maintenance and administration sections of the agency. Metro's PTASP includes a Safety Management System (SMS) to integrate policies and practices, as well as to ensure proactive, data-driven approaches to controlling safety risks. Several key areas addressed in Metro's PTASP focus on safety management policy, risk management, safety assurance, and safety promotion. Additionally, the Transportation Security Administration (TSA) requires a security plan for transit agencies like Metro. Lastly, Metro's compliance with these federal requirements and regulations is imperative for continued federal funding for the agency.

Metro's safety program is currently under the responsibility of Martin and Gadke. A majority of Gadke's time focuses primarily on accident investigations, reviewing insurance claims with a third party insurance provider, coordinating Metro and Teamster's collective bargaining agreement (CBA) safety policies, and developing safety procedures for the operations unit. In conjunction with the City's Safety Coordinator, monthly 'walk around' inspections are conducted of Metro facilities to identify and mitigate any safety hazards. Gadke is also responsible for the SMS to track trends, compile data for reports, and addresses customer and operator safety concerns. Metro is required to review and update the TSA security plan every 5 year in accordance with any new regulations. As both Metro's safety and security plans continue

to develop, the workload necessary to implement the plan requirements is far greater than Metro's current capacity.

The proposed position description for Transit Safety Coordinator describes the work as:

... to provide an **overall centralized and uniform approach to coordinating Metro's varied safety and security programming throughout the department.** This position is responsible for the development, management, and administration of **policies and procedures** necessary to **safeguard employees, customers, facilities, equipment and vehicles** of Metro Transit.

...responsible **administrative and technical position** which, at the direction of the transit services manager, **coordinates the functions and compliance of the transit department's risk and safety programs.** [emphasis added]

Key areas of responsibility include administering the safety and security policies, developing standard operating procedures, coordinating safety and security related committees and work groups, serving as a Metro liaison to other city, state or federal agencies, local municipalities, law enforcement, the school district, and third party insurance providers. The Transit Safety Coordinator will help Metro expand the safety program from the operations section to other areas like maintenance and the administrative offices. This position will support and assist in coordinating follow up on necessary safety and security items for the other sections of Metro. This position will play a critical role in expanding the SMS to develop data tracking methods, monitor trends, evaluate plan compliance, and build a safety culture at Metro. The Transit Safety Coordinator will take an administrative role for committees, training development and delivery, and policy/procedure updates.

In comparing similar classifications within the City, a review of an excerpt from the City of Madison's existing Safety Coordinator classification (CG18, R7) describes the work as:

... **professional work** in the **development and coordination** of City **occupational health and safety programs and activities**, and day to day management of the City's workers' compensation program. The work involves providing **consultation to departmental safety committees and managers** in identifying and **resolving health and safety problems, implementing** related City **programs**, and **coordinating the dissemination and sharing of information** relative to occupational health and safety matters. The position will manage the **day-to-day operations of the City's workers' compensation program**, including fielding questions from employees, supervisors and outside agencies, **working with the City's Workers' Compensation TPA**, and **administering the City's light duty program** for workers' compensation. This position will also provide related **technical assistance** to the Risk Manager in the **performance of accident and/or risk investigations** and the **development of loss reduction policies.** Under the general supervision of the Risk Manager, the employee **must exercise judgment and discretion** in meeting established objectives. [emphasis added]

When reviewing the work of the Transit Safety Coordinator against the City's Safety Coordinator there are several areas of overlap. Similarly, the two positions are responsible for implementing and coordinating the safety programs, resolving safety problems, and consulting with safety committees and managers. However, the scope of the City's Safety Coordinator is much larger with responsibility for the City as a whole; in addition to responsibilities for the Worker's Compensation program and light duty program

assignments. Therefore, since the City's Safety Coordinator classification extends well beyond the scope of this position at Metro, it would not be appropriate to place the Transit Safety Coordinator at a similar level.

In further evaluating the proper range for the new classification, I also compared the Metro Transit Customer Service Supervisor in CG44, R5 and the City's classification of Monona Terrace Assistant Operations Manager, in CG18, R5. [Note: Metro Transit employees are assigned to CG 41, 42, 43, and 44 by MGO. CG44 and CG18 are considered parallel salary schedules for professional job classifications.]

A review of the classification for the Transit Customer Service Supervisor describes the work as:

... **responsible supervisory and administrative work in directing the programs of the Customer Service Center for Madison Metro Transit.** The position **plans, directs and oversees operation** of the Customer Service Center, ... accepts **reports of service problems or irregularities**, including **complaints**, and **maintains records** of reports; ... Work is characterized by **exercise of independent judgment** in supervising and scheduling assigned employees, including hiring, training, evaluation and discipline, and by the **development and implementation of systems used for work processes**. The work is performed under the general supervision of the Transit Marketing [General Supervisor] Specialist-2. [emphasis added]

The Transit Customer Service Supervisor is comparable to the Transit Safety Coordinator in that both have significant programmatic oversight over essential functions for Metro: customer service and safety/security. Metro's customer service section maintains tracking of service issues, irregularities, and customer complaints. The Transit Customer Service Supervisor exercises independent judgement to establish and implement the work processes for the section. However this classification does supervise staff, which will not be a function of this new position. Since the Transit Safety Coordinator is not a supervisory position, there are several other areas highlighted by the Personnel Rules to take into consideration related to programmatic authority, policy development, technical and specialized knowledge.

The Transit Safety Coordinator will work closely with and under the direct supervision of Martin; as the responsible executive for the safety program at Metro, designated under the PTASP. Lastly, given the fiscal implications of Metro's noncompliance with federally mandated safety and security requirements, and this position's necessary coordinative function for such compliance is an acceptable offset to the supervisory functions of related comparable classifications. Relative to the Transit Customer Services Supervisor, the Transit Safety Coordinator also has significant specialized programmatic authority, policy development responsibilities, and critical coordination activities.

Finally, a comparative review of the Monona Terrace Assistant Operations Manager classification was conducted, which describes the work as:

... **responsible supervisory work** in assisting in the management and oversight of operational activities (e.g., event set-up, custodial and security) within the Operations Section of the Monona Terrace Community and Convention Center. Work includes **scheduling, planning, coordinating, developing and overseeing daily operational services** and **substantive**

involvement in related administrative functions (e.g., **development and implementation of building standards and policies**; purchasing and inventory control; diverse recordkeeping; payroll; and emergency training; **administration of building keys and security access levels**; contract administration).... [emphasis added]

While the Monona Terrace Assistant Operations Manager is supervisory in nature with responsibilities over a large staff; it does have significant management for Monona Terrace’s building security. This position is integral in developing, implementing, and adhering to Monona Terrace’s emergency and security plans. The Monona Terrace Assistant Operations Manager is responsible for command center security operations including building access, monitoring video surveillance footage, developing emergency and evacuation procedures, training staff, and liaising with law enforcement as required.

Similar to the Monona Terrace Assistant Operations Manager, the Transit Safety Coordinator has significant safety/security programmatic oversight which requires specialized knowledge of related principles and practices; relevant federal, state and local regulations, and will serve as a liaison with law enforcement as needed. Metro Transit operates several facilities across the city, which expands the scope beyond a single facility like Monona Terrace. Therefore, it is reasonable that the Transit Safety Coordinator’s larger facility scope, and management of seven (7) different security/safety plans, could offset the supervisory function of the Monona Terrace Assistant Operations Manager.

Therefore, I recommend the creation of the classification of Transit Safety Coordinator in CG 44, Range 5; the new position #4850 in the Metro Transit operating budget to be classified as a Transit Safety Coordinator and that the position is posted for an open and competitive recruitment. The necessary resolution to implement this recommendation has been drafted.

Editor’s Note:

Compensation Group/Range	2021 Annual Minimum (Step 1)	2021 Annual Maximum (Step 5)	2021 Annual Maximum (+12% longevity)
18/05	\$ 59,209	\$ 68,648	\$ 76,885
18/07	\$ 63,186	\$ 74,850	\$ 83,833
44/05	\$ 59,189	\$ 68,625	\$ 76,860

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