

TO: Finance Committee

FROM: Emaan Abdel-Halim, Human Resources

DATE: February 21, 2022

SUBJECT: Reclassification for additional Manager Positions, Metro Transit

Metro General Manager Justin Stuehrenberg is requesting various position modifications as the first step in a reorganization of management staff. These changes include modifying five (5) positions, including:

1. Recreate two vacant positions #2672 and #4204 from Maintenance General Supervisor (CG 44, R10) to Maintenance Manager positions (CG 44, R14)
2. Recreate vacant position #2682 from an Operations General Supervisor (CG 44, R10) to an Operations Manager position (CG 44, R14)
3. Recreate vacant position #2753 from a Paratransit Program Manager (CG 44, R12) to an Operations Manager position (CG 44, R14)
4. Recreate vacant position #2852 from an Account Clerk 3 (CG 42, R11) to an Marketing/Customer Service Manager position (CG 44, R14)

After reviewing these vacant positions, Metro determined that there is a need for higher-level management to increase the efficiency of the units, provide coverage of various work shifts, and most importantly, implement major new projects. Metro has historically been an operations agency, and major projects were rare. However, Metro is currently in the process of many major initiatives, and with these projects come new responsibilities. Design and development of Bus Rapid Transit ("BRT" - including construction, operations readiness, training, and customer outreach), implementation of an entirely new route network (Network Redesign), an overhaul of all of Metro's technology systems and fare collection system and policies, bringing a second operational facility online (including acquisition, construction, and operations), completing a \$50 million renovation of Metro's main operational facility, and a transition to a zero-emission bus fleet.

This is the first phase of a planned reorganization for Metro will create four (4) new manager positions to simplify and streamline communication, create more accountability in the work units, and better position Metro for the success of these new projects. This reorganization intends to enhance recruitment and appropriately reflect position duties and responsibilities accordingly. Metro intends to bring forth another resolution to complete the second phase of this reorganization.

In the last year, Metro had two failed recruitments for the General Supervisor positions, which are seemingly uncompetitive in comparison to other transit agencies. In addition, these positions offer minimal financial upgrades compared to a front-line supervisor after overtime is considered. The goal of this reorganization is for the Maintenance Managers to provide a higher level of programmatic responsibility and project management, which requires a broader level of leadership and skill. Similarly, the situation for the Operations General Supervisor positions is

comparable in that there are relatively minimal salary gains and added overtime possibilities.

The Paratransit Program Manager recently vacated due to a retirement, which gives the opportunity to recreate the position with a greater operational focus. Additionally, the paratransit program has contracted out service delivery. As a result, the Paratransit Program Manager duties will be wrapped into an Operations Manager position for broader leadership in transit operations. Lastly, having three Operations Managers will improve operational responsibilities for BRT training and the incorporation of electric buses and provide consistent leadership and direction through a team of managers to focus on these new initiatives at Metro.

Finally, a vacant Account Clerk 3 position will be recreated as a Marketing and Customer Service Manager to provide strategic communication for these new Metro initiatives. This position will work with other Metro work units to coordinate all marketing activities, conduct analyses, provide recommendations, supervise the publicity and route service materials production, and promote Metro's new initiatives through a variety of public relations activities. Additionally, with the implementation of a new technology system, Metro's Finance unit anticipates lower workloads for the clerk positions. Lastly, the recent addition of a professional Accountant will provide higher-level procurement duties to further support these initiatives.

Therefore, the recommendation is to approve the recreation of the aforementioned vacant positions into the respective managerial positions highlighted above to support the major programmatic initiatives and changes planned for Metro Forward and the future of public transportation for the City of Madison.

The necessary resolutions have been prepared to implement these recommendations.

Editor's Note:

Compensation Group/Range	2021 Annual Minimum (Step 1)	2021 Annual Maximum (Step 5)	2021 Annual Maximum (+12% longevity)
42/11	\$ 43,954	\$ 58,604	\$ 65,637
44/10	\$ 72,232	\$ 86,918	\$ 97,348
44/12	\$ 79,062	\$ 95,452	\$ 106,906
44/14	\$ 86,918	\$ 104,638	\$ 117,195

cc: David Schmiedicke - Finance Director  
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