



Legislation Details (With Text)

**File #:** 70253      **Version:** 1      **Name:** Double Fill Approval for FT Customer Service Rep  
**Type:** Resolution      **Status:** Passed  
**File created:** 2/24/2022      **In control:** Metro Transit  
**On agenda:** 4/19/2022      **Final action:** 4/19/2022  
**Enactment date:** 4/25/2022      **Enactment #:** RES-22-00304

**Title:** Approving the continued double fill of one full time Customer Service Representative position on March 18, 2022 due to a leave and anticipated layoff in the unit.

**Sponsors:** Grant Foster, Barbara Harrington-McKinney, Keith Furman, Charles Myadze, Nasra Wehelie

**Indexes:**

**Code sections:**

**Attachments:**

Date	Ver.	Action By	Action	Result
4/19/2022	1	COMMON COUNCIL	Adopt Unanimously	Pass
4/11/2022	1	FINANCE COMMITTEE	RECOMMEND TO COUNCIL TO ADOPT - REPORT OF OFFICER	Pass
3/29/2022	1	COMMON COUNCIL	Refer	Pass
2/24/2022	1	Metro Transit	Referred for Introduction	

**Fiscal Note**

The proposed resolution allows for the double fill of a Customer Service Representative within Metro Transit. This double fill would occur from March 18, 2022 to May 1, 2022. The employee on leave has exhausted paid leave balances, so additional costs from the double fill would be for benefit costs. The additional costs from this double fill are expected to be less than \$1,000.

**Title**

Approving the continued double fill of one full time Customer Service Representative position on March 18, 2022 due to a leave and anticipated layoff in the unit.

**Body**

Metro Transit has a full time Customer Service Representative currently on leave of absence. Metro anticipates other possible leaves and staff changes that could impact the ability of the unit to provide adequate customer service at a time when the department is in the process of major service and routing changes with a network redesign. An increase in feedback, questions and the need for public information is expected.

WHEREAS, the employee in full time Customer Service Representative position 3375 has been off work since September 30, 2021 and on leave of absence since November 1, 2021; and

WHEREAS, the Human Resource Director has approved a 30-day double fill of this position that started on February 6, 2022; and

WHEREAS, another employee has been moved into position 3375 in an acting capacity; and

WHEREAS, Metro Transit has no return date for the employee on leave of absence; and

WHEREAS, the employee on leave of absence is scheduled to go into layoff on May 1, 2022;

NOW, THEREFORE, BE IT RESOLVED, that approval is granted to continue the double fill the full time Customer Service Representative position 3375 from March 18, 2022 at the end of the 30-day approval and ending on May 1, 2022 when the absent employee goes into layoff.