



## Legislation Text

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**File #:** 69059, **Version:** 1

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### Fiscal Note

The proposed resolution recreates a Metro Transit Graphics Technician from .6 FTE to 1.0 FTE. The change is offset by reducing a vacant Customer Service Representative position from 1.0 FTE to .6 FTE. The net result is no change to Metro's overall authorized FTE count. The shifting of FTE authorization from a Customer Service Representative to a Graphics Technician is estimated to add an additional \$2,000 in annual personnel costs. Metro expects to accommodate any additional costs within its existing 2022 operating budget. No additional appropriation required.

### Title

Recreating one .6 FTE Graphics Technician position (position control #4807) and one 1.0 FTE Customer Service Representative position (position control #3610, currently vacant) into one 1.0 FTE Graphics Technician position (and place incumbent, Michael Smith, in the position) and one .6 FTE Customer Service Representative position. Amending the 2022 Metro Transit Operating Budget to reflect these changes for a zero change in FTE.

### Body

Metro's ridership has been increasingly getting their transit and schedule information by electronic means such as apps, so the call center staff is not as heavily utilized. As Metro is moving towards implementation of Bus Rapid Transit and a complete network redesign, Metro's Marketing and Customer Service unit is called upon to provide more photography, art design content, and map creation. Converting a full time Customer Service Representative to a part time position to make a part time Graphics Technician position full time is a better use of staff.

WHEREAS, Metro Transit has a greater need for a full time Graphic Artist than for a full time Customer Service representative due to service changes over the last year and the way customers access information; and

WHEREAS, in order to use our current personnel budget to best serve the community; and

WHEREAS, Metro Transit has positions it can recreate with minimal effect on the budget and no negative impact on current personnel;

NOW, THEREFORE, BE IT RESOLVED, that 1.0 FTE Customer Service Representative (position #3610) be recreated as .6 and .6 FTE Graphics Technician (position #4807) be recreated as a 1.0 FTE Graphics Technician position and place current incumbent into that full time position.