

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 8. Revised Shoreline Metro Table of Organization

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 8/9/22

MEETING DATE: 8/16/22

FISCAL SUMMARY:

Budget Line Item:	N/A
Budget Summary:	N/A
Budgeted Expenditure:	N/A
Budgeted Revenue:	N/A

STATUTORY REFERENCE:

Wisconsin	N/A
Statutes:	
Municipal Code:	N/A

BACKGROUND / ANALYSIS:

Shoreline Metro, in preparation for the 2023 transit budget, is proposing a slight reorganization of the transit division. Currently, there are nine individuals making up the admin team:

- 1-ADA Coordinator
- 1-Admin Coordinator
- 1-Safety & Training Coordinator
- 2-Operations Supervisors
- 2-Transit Coordinators (FT)
- 1-Transit Coordinator (PT)
- 1-Director

Shoreline Metro has been able to accomplish many objectives that have led to a more efficient and effective operations including cross-training, technology, and process improvements. These improvements and implementation strategies have given Shoreline Metro an opportunity to again consolidate its admin team. Here's a brief history of the reorganization of the department since 2011:

- 2012 – The department reduced the management team by eliminating the Deputy Director, Parking Superintendent and Metro Connection Operation Supervisor positions. A lead mechanic was created to oversee maintenance and an Operations Supervisor was created to oversee Metro Connection and the Parking Utility.
 - 5 transit management level positions and 4 admin support staff
- 2014 – The Metro Connection/Parking Utility Operations Supervisor was promoted to Director. A lead parking utility worker was created to oversee the Parking Utility. The two Transit Operations Supervisors took over the day-to-day oversight of Metro Connection. A transit lead was created to assume admin duties such as the Bus Buddy and Travel Training programs and assist with safety and operations.

- 3 transit management level positions and 5 support staff
- 2021 – Transit Coordinators replaced Lead Support and dispatcher positions further consolidating operations and promoting cross-training of team members.
- 2023 – The department proposed eliminating the Admin Coordinator position and promoting individual to Operations Supervisor (upon expected retirement of a current Operations Supervisor). Essential duties would roll into the new role including AP/AR and Human Resource tasks.
 - A full-time Maintenance Assistant would be added to the table of organization as well.
 - 3 transit management level positions and 4 support staff (plus 1 part-time fill-in).

STAFF COMMENTS:

Budgets are always tight and they continue to get tighter. Shoreline Metro management has looked at ways to become more efficient and effective in delivering service while ensuring the safety of its employees and customers, and ensuring they have the resources and support to do their jobs.

This reorganization is 10+ years in the making and wouldn't be possible without significant investment in technology, expectations, a long-term philosophy and a good culture. Staff have worked hard and have been dedicated to the processes, eager to learn, and determined to succeed.

Arguably, Shoreline Metro has a stronger admin team today then it's had in years. Team members can multi-task and assist anywhere at anytime, they have the resources to not only do the job but do it well and efficiently and they're doing it in a culture dedicated to their safety and success.

The Director of Transit and the City Administrator Todd Wolf support this reorganization and the changes proposed to the table of organization.

ACTION REQUESTED:

Staff recommends the acceptance and approval of the revised Table of Organization for Transit and Parking and recommends its inclusion into the City's Table of Organization.

ATTACHMENTS:

- I. Proposed Table of Organization for Transit & Parking