

RTCC Project Memorandum #4 Staffing Recommendations

To: Brian Gibson, St. Cloud APO Executive Director
From: Tom Cruikshank, Project Manager
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Re: WSB Project No. 012670-000

1. Introduction

The St. Cloud Area Planning Organization and WSB are working to develop an Operational Implementation Plan (OIP) for a Regional Transportation Coordinating Council (RTCC). This memo will define staffing recommendations for the RTCC. Staff recommendations are based on previous analyses, including peer reviews, defining the geographic service area, the developing standards of operation and discussions during the previous PMT meetings. Staffing recommendations include personnel descriptions, example duties and responsibilities, pay, and supporting agency and staff.

2. Standards of Operation

Personnel staffing is based on the developing standards of operation. The standards of operation will be incorporated in the final OIP. Standards of operation set the expectation of the RTCC organization that will then influence staff needs. The Mountain Ride RTCC utilized standards of operation to shape their organization (see **Attachment A**). The St. Cloud Area RTCC PMT applied this to help define their organization's objectives and goals.

Currently, the St. Cloud Area RTCC PMT has defined their objective as follows:

"The RTCC will serve as a centralized transportation service coordinator of affordable, quality, accessible, and available mobility options to all populations in the region."

This objective sets the expectation that the RTCC will facilitate existing transportation services. The organization will connect users to transportation that is affordable, accessible and meets a certain standard of quality. Based on the objective outlined above, the RTCC PMT has established the following goals:

1. Interagency coordination
2. Efficient use of available resources and leveraging volunteer drivers
3. Support the identification of transportation payment sources
4. Improve cost-effectiveness of services through regional management
5. Increase public awareness of services
6. Establish a mechanism to evaluate transportation services
7. Establish standards for quality transportation services in region
8. Address comprehensive transportation needs

Using the objective and goals, the RTCC PMT can create their standards of operation. Going forward, the standards of operation can also set guidelines for members, officers, committees, and meetings. This will be used to influence staffing needs for the establishment of the RTCC as it outlines some of the first and ongoing projects for the staff.

3. Personnel Needs

Based on the expectations of the RTCC, staffing needs are expected to be one full-time employee to manage the operations of the RTCC. The next sections outline the employee description, staff duties and responsibilities and pay opportunities. Staff will be housed with the sponsoring organization that elects to manage and house the RTCC.

a. Position Description

The RTCC will require one full-time staff member. This employee will have the professional title of "Mobility Manager". The employee will supervise day-to-day RTCC operations and serve as an administrator and staff advisor for the RTCC members, officers, and committees. Ideal candidates will have four to eight years of experience in transit, management, planning, or related fields. The Mobility Manager will have a customer service background or experience working with customers of varying demographic and socioeconomic backgrounds. It is anticipated that the staff member will be hired on a two-year commitment. Following the two-years, the RTCC should reevaluate staffing demand.

b. Duties and Responsibilities

The Mobility Manager will be responsible for day-to-day operations of the RTCC. The Mobility Manager will work with the sponsoring organization's administrators and information technology personnel to create a website for users to reserve and request transportation service. The Mobility Manager will work with staff to create a one-call center and one-click website that includes trip planning features and resources.

The Mobility Manager will work with public transit providers, private transportation providers, cities, counties, MnDOT and other impacted agencies to facilitate transit and human service needs. The Mobility Manager will further work with users to address transportation and human service needs. This position will be expected to address regional transportation challenges by creating an inventory of gaps in the regional transportation service. The Mobility Manager will understand and empathize with transit dependent populations, including but not limited to seniors, veterans, youth, people with disabilities, and low-income populations.

The Mobility Manager will work as the lead administrator for the RTCC members and committee. Responsibilities include scheduling meetings, creating agendas and composing minutes. The Mobility Manager will further work with the RTCC to develop priorities for coordination and collaborate with regional stakeholders.

The Mobility Manager will seek and apply for local, state and federal funding for the RTCC.

c. Pay Range

The Mobility Manager is a salaried position with benefits. The salary will ultimately be determined by the host organization, however for development of the RTCC project budget a pay range (salary and benefits) of \$60,000-\$80,000 has been used. Benefits will be based on the benefits package offered by the sponsoring organization.

4. Supporting Agency and Staff

As mentioned in the previous section, the Mobility Manager will be housed by the sponsoring organization that elects to manage and house the RTCC. The sponsoring organization will be expected to provide existing support staff, including administrators and informational technology staff. The housing agency will also support the Mobility Manager with office space, office supplies and standard employee equipment. If the Mobility Manager becomes part of a larger multi-departmental organization, it will work within the sponsoring organization's transportation or public works department or human or community services department. The sponsoring organization will determine to which department the Mobility Manager belongs within their agency.

5. Next Steps

The St. Cloud APO and WSB will create a memo to describe funding scenarios. The St. Cloud APO and RTCC PMT will continue to work together to refine the service area boundaries as well as work with public agencies to join the RTCC.