



MINNESOTA STREETCAR MUSEUM

Operations Department

MSM Operating Crew 2017 *Humanity/ShiftPlanning* Refresher

What is *ShiftPlanning*?

ShiftPlanning is an online operating crew scheduling system that allows you sign up for CHSL and ESL shifts, see who else is on a shift, see other shifts, and view contact information for other volunteers. It can be accessed by going to the following URL: <http://msm.humanity.com>

How has *ShiftPlanning* changed from 2016?

The best way to see how *ShiftPlanning*, now called *Humanity*, has changed is to take a few minutes to view the tutorial videos produced by our former Chief of Training, Chris Heck. The tutorials make more sense if they are viewed in numerical order.

Video 1: *Humanity*-Account basics

<https://www.youtube.com/watch?v=tED3baJ6708&feature=youtu.be>

Video 2: *Humanity*-Directory & Messaging

<https://www.youtube.com/watch?v=09bEqUSf9tw&feature=youtu.be>

Video 3: *Humanity*-Schedules & Sign-up

<https://www.youtube.com/watch?v=80r9wYKtLzU&feature=youtu.be>

How do I get started with *Humanity/ShiftPlanning*?

After you view the tutorials, if you are a returning operating volunteer your account should already be activated if you have recertified. If you have successfully recertified and are an MSM member in good standing, you can then sign-up for shifts just like you did last season. **If your membership has lapsed, or you have not yet recertified for the 2017 operating season, your *Humanity* account will be disabled.** If you have any problems with signing-up please call one of the following *Humanity* Administrators.

- Bruce Gustafson: 952-920-0920 (home) 952-220-5870 (cell) bruce.gustafson@optum.com
- Jim Vaitkunas: 952-688-7255 jvaitkunas@msn.com
- Bill Arends: 612-922-2208 motormanbill@gmail.com

At the start of the operating season we strongly recommend that veteran Operators go to your profile and ensure that the information there is up to date. You can modify your profile at any time by following these instructions:

- Log-on to *Humanity*: <http://msm.humanity.com>
- Click on your photo on the lower left of your dashboard. Then click on “Settings”;
- When you click on “Settings” you’ll see all the information in your profile. This is where you can edit or change anything in your profile;
- Make sure your correct phone number and e-mail address is listed. All of *Humanity*’s notification functions rely on the e-mail address;
- You can put in a “heads & shoulders” photo into your profile by clicking the green “Update Image” button at the top of your profile information.

- **IMPORTANT:** When you're finished, click the green "Update Employee" button located at the bottom left on your profile page; and,
- Click on Dashboard at the top of the page to exit the edit section of your profile.

After you're back on the dashboard page, click on the "ShiftPlanning" button on the left side and check out the schedule shown. Go to the current week or month and you'll see the ops schedule. Take a look at the various views, i.e., the employee view, position view, visual view and list view. The list view is the best view to see a shift and who has signed-up on that shift.

Then go back to your dashboard and click on the bluish-colored box on the left that has a number inside the box and the word "shift available" below the number. All the shifts for which you are qualified to sign up are listed. Choose the shift you want to volunteer on and click the "request to work" button on the far right. That gets you on that shift.

Remember, that only those crew positions for which you are qualified will be shown. Also, if a position on a shift already has a full complement of volunteers, the position on the shift won't be shown.

Some New Positions on *ShiftPlanning*?

For CHSL, there are six positions: CHSL Foreman, CHSL Operator, PCC Operator, CHSL Operator/Station Agent, CHSL Helper and CHSL Trainee. Every qualified CHSL Operator is assigned to the Operator, Operator/Station Agent and Helper positions. Those qualified on No. 322 are also assigned to the PCC Operator position. Foremen can sign-up for any of the CHSL positions but only qualified Foremen can sign-up for the Foreman position.

If an Operator who is qualified to operate streetcars signs up for the Operator/Station Agent position at CHSL, he or she will still be permitted to operate the streetcar just as if he or she had signed up for an Operator slot—all qualified operating volunteers will rotate through all positions. We will also add the CHSL Helper position for special events to allow all volunteers to sign up for non-operating positions.

For ESL, there are five positions: ESL Foreman, ESL Operator, ESL Operator/Station Agent, ESL Event Helper and ESL Trainee. Every Operator at ESL is assigned to the Operator, Operator/Station Agent and Event Helper positions. Foremen can sign-up for all ESL positions but only Foreman can sign-up for the Foreman position.

The Event Helper position at CHSL and ESL is exactly that—it is a slot for operating and/or non-operating individuals to sign up to help with special events. It will generally not be used for regular operations, and when it is used, the nature of the position and applicable event will be listed.

Crew Schedulers and *Humanity* Administrators are the only ones that can assign positions for which you are qualified and can to sign-up.

New colors on the *ShiftPlanning* monthly schedule?

On *ShiftPlanning* crew positions on all the views, except the list view, are now displayed in new and vivid colors. You can now quickly identify which positions are Foremen, Operators, etc.

How many people are assigned to a given shift?

You can't tell how many crew slots are assigned to a shift by just looking at the "Monthly" view or the "List" view of the schedule. However, we have not changed from our past practice regarding the number of crewmembers assigned to a shift at either railway.

- For CHSL, the number of available slots for a regular shift are; Foremen – 1; Operators and Station Agents – 3; and, PCC Operators – 2.
- For ESL, the number of available slots for a regular shift are: Foremen – 1; Operators – 2.
- For special events like PJ trolley and Story Time trolley, Halloween Trolley, Santa's holly trolley, etc., the crew many vary in size, with some events requiring event helpers. Click on the position to see how many slots are assigned to that shift.

How can I tell who else is signed up on a shift?

If you want to look at the weekly or monthly schedule for your railway so you can see who has signed up for a shift, click on the "ShiftPlanning" button on the left side of your dashboard then click on "List View" on the upper right to see the schedule in a format that's probably a little easier to understand than the calendar format.

How do I remove myself from a shift?

Once you sign-up for a shift you cannot then go in and take your name off the shift. Only the Crew Schedulers or designated *ShiftPlanning* Administrators can do that. We understand there will be times when you are forced to cancel your shift because of some emergency. Here are the rules we have established for the cancelling a shift.

- If the shift that you need to cancel is more than three weeks (21 days) away from the date you realize you need to cancel your shift, call your Bruce Gustafson, Jim Vaitkunas, or Bill Arends and tell them what's going on. They'll take your name off the shift "free of charge."
- If the shift is 20 days away or sooner from the date you realized you need to cancel your shift, **you** are responsible for finding your replacement. This is no change from our previous policy on cancelling a shift because of an emergency. You can use the *ShiftPlanning* feature to find a substitute or you can call a friend and ask for a swap or if they'd be willing to take your place. When you find a substitute, you need to call your Crew Scheduler so they can make the changes on the shift in question unless *ShiftPlanning* does it automatically.

Sometimes we sign up for a shift and then realize almost immediately that we made a mistake. If that happens, please call or send an e-mail **immediately** to your Crew Scheduler so he can take your name off the shift in question. Do not wait until the last minute to inform your Crew Scheduler.

Unfortunately, it's easy to sign-up for the wrong shift because of the somewhat awkward design of the "Available Shifts" page. So, when you do sign up make sure you have the correct date, hours and position before you click on the "Request to Work" button on the far right. If you click on this button and then realize that it was a mistake, there's no way you can un-do the mistake.

What if I don't have a computer or if I really don't feel comfortable using *Humanity*?

We really want you to use it, since it's easier and faster for all of us. Perhaps a relative or friend can help you with the site. However, for those who can't or won't use *Humanity*, there still will be crew schedulers who can either schedule you or help you to schedule yourself.

- Bruce Gustafson: 952-920-0920 (home) 952-220-5870 (cell) bruce.gustafson@optum.com
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How can I get help using *ShiftPlanning*?

After viewing the tutorial videos, if someone feels that the tutorials just didn't do it for them and wants to be trained on the new system, they can contact either one of the *ShiftPlanning* Administrators listed above. They will be glad to schedule a one-on-one session with you, probably at the MSM Office and Archive/Library at the Isaacs car barn, or at a local coffee shop where there is internet access.

How will I know what the critical vacancies are?

The beauty of this system is that you can always log on to *ShiftPlanning* at any time of the day or night from the comfort of your own home or apartment and take a look yourself. The schedules will be updated constantly, certainly on a daily basis, as your fellow operating personnel or the Crew Schedulers change the schedule to fill a vacancy. However, every week (probably on Tuesday or Wednesday) someone will send out an e-mail listing the vacancies for the next seven to ten days. When you get this e-mail you can then log-on to *ShiftPlanning* and fill whichever vacancy you want to fill.

Will I get any kind of priority to fill a vacancy?

No. This system works strictly on the principle of first come first served or the early bird gets the worm. Once someone fills a vacancy the only person who can remove that name is one of the Crew Schedulers.

I see that *ShiftPlanning* has provisions for automatic e-mail and SMS text message notification of my up-coming shift, changes made, etc. How does that work?

Once you are scheduled for a shift and if any subsequent changes are made, you will receive a confirming e-mail if you chose that option in the notifications section of your profile. You can even choose to receive these notifications via a text message to your smart phone. You will need to put in your mobile phone number in your profile in order to receive text message notification from *ShiftPlanning*.

Foremen will still be required to call, or send an e-mail, to their crewmembers several days in advance to remind their crew of their up-coming shift, however.

When I click on the "staff" button on the left side of my dashboard, I see just a few photos and a lot of blank "heads" where a photo should be. Do I have to put a photo on my profile?

No. Putting your photo in your profile so it shows up in the "staff" section isn't mandatory. But, wouldn't it be nice if everyone would do this so we can see what that new or veteran Foreman or Operator looks like? The photo doesn't have to be of you in uniform—any "heads and shoulders" photo would do—but please, the photo should show your face; no long distance shots.

Will someone call me to remind me to sign up, or to let me know about vacancies?

No. The whole purpose of this system is to reduce the time spent and the last minute stress placed on the Transportation/Operating Department's volunteers.

However, every week around Tuesday or Wednesday one of the *ShiftPlanning* Administrators will send out an e-mail "blast" to all CHSL and ESL operating personnel listing the vacancies for the next seven to ten days. This is done especially to highlight those vacancies in shifts that are in the "red zone," which is a shift that is in danger of being cancelled because it doesn't have the minimum number of qualified personnel assigned to the shift. In the case of CHSL the minimum crew size is three persons, two of whom must be qualified to operate the streetcar. For ESL the minimum crew size is two qualified Operating persons. For both railways, one of the crewmembers must be a Foreman.

Questions or comments on these instructions?

Send an e-mail or call Jim Vaitkunas, MSM's Assistant Superintendent of Operations.

jvaitkunas@msn.com

952-688-7255