



MINNESOTA STREETCAR MUSEUM

Operations Department

MSM Operating Crew 2017 *Humanity* Introduction

What is *Humanity*?

Humanity (formerly called *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 do I learn to use *Humanity*?

The best way to see how *Humanity* works is to take a few minutes to view the tutorial videos produced by MSM member, 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*?

After you view the tutorials, open up the separate activation email that you received to activate your account. If you have any problems with signing-up or logging-on to *Humanity*, please call one of the following people:

Bruce Gustafson – 952-220-5870 – bruce.gustafson@optum.com

Jim Vaitkunas – 952-688-7255 – jvaitkunas@msn.com

Bill Arends – 912-922-2208 -- motormanbill@gmail.com

Your first trip into *Humanity*.

Log on and you see your dashboard. First thing you should do now is set up your profile.

- Log-on to *Humanity*: <http://msm.humanity.com>
- Click on the grey figure 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 and follow the instructions.
- **IMPORTANT:** When you’re finished updating your profile, click the green “Update Employee” button located at the bottom left on your profile page; and,
- Click on Dashboard at the top left 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. In the top navigation bar, select the length of the schedule period you want to see, which varies depending on the view you select: day; week; two weeks; or, four weeks. Or day, week or month. Then, go over to the upper right and 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.

What are the different positions on *Humanity*?

For CHSL, there are six positions: CHSL Foreman, CHSL Operator, PCC Operator, CHSL Operator/Station Agent, CHSL Helper and CHSL Trainee. Every Operator at CHSL is assigned to the Operator, Operator/Station Agent and Helper positions, and 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. A Trainee is assigned to *Humanity* as a CHSL Trainee.

If an Operator who is qualified to operate streetcars signs up for a Station Agent slot 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. The Station Agent position has now been added to allow non-operating volunteer Station Agents to sign up for shifts. We will also add in extra Station Agent slots 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 or non-operating individuals to sign up for an event support position during 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* Supervisors are the only ones that can designate the positions for which you are qualified and allowed to sign-up.

- Foremen can sign-up for both Foreman and Operator slots, giving them flexibility when they are willing to fill an Operator's slot. However, Operators can sign-up only for Operator slots.
- Only Operators who are qualified to operate PCC No. 322 are designated "PCC Operator."

What do the different colors mean on the *Humanity* monthly schedule?

On *Humanity* crew positions on the monthly schedule view are shown in vivid colors. Click on “Shift Planning” on the left side of your dashboard and then click on the “Employee View,” “Position View” and “Visual View” buttons on the top right of the shift planning screen. The individual positions are different colors which have the position title inside the colored box.

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 employee, position, visual, or 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 and Station Agents – 2.
- For special events like PJ trolley and Story Time trolley, Halloween Trolley, Santa's holly trolley, etc., the crew many vary in size.

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

If you want to look at the entire schedule for your line so you can see who has signed up for a shift, click on the “ShiftPlanning” button on the left of your dashboard. In the upper right check the “List View.” The “List View” is in a format that's probably easier to understand than the calendar format with the color-coded boxes. Then, in the top navigation bar, select whether you want to see the schedule for one day, one week, or one month.

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 *Humanity* Supervisors 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 Chris Heck, Jim Vaitkunas, or Marv Krafve 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 *Humanity* 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 *Humanity* 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 design of the "Shift Available" 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.

Why did MSM choose *Humanity*?

There are literally dozens of on-line employee/volunteer shift scheduling systems available. Some are geared specifically towards churches and other tax-exempt 501c3 organizations like ours. However, most of the shift scheduling systems are designed for businesses to schedule their workers. *Humanity* falls into this latter category. You'll see that when you log-on to *Humanity*—terms like payroll, wages, vacation time and such are evident. You can disregard all the things that are obviously geared towards hourly wage employees.

We chose *Humanity* because of the good features of the system compared with the other similar systems. For example, with *Humanity* you will be able to see in real time who has already signed up for a shift and who the Foreman is. You can look at the schedule by month, or by the week. The "List" view is very similar in format to the monthly ops schedules that veteran Operators used to receive. Another very critical factor that led us to decide to use *Humanity* is that it doesn't cost MSM anything to use it. All of the other systems we looked at cost anywhere from \$30 per month to over \$100 per month based on the number of "employees" on the rolls. So, using the *Humanity* system by you saves your Museum precious funds.

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

We'd really like you to try 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.

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Bill Arends – 912-922-2208 – motormanbill@gmail.com

How can I get help using *Humanity*?

After viewing the tutorial videos, if you feel that the tutorials just didn't do it for you and you would like some help and training on *Humanity*, please contact one of the above *Humanity* "gurus". We will be glad to schedule a one-on-one session with you, either at the Isaacs car barn at CHSL or at a local coffee shop or library agreeable to both parties, where there is internet access.

How will I know what the critical vacancies are?

The beauty of this system is that you can log on to *Humanity* 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 Operators or the Crew Schedulers change the schedule to fill a vacancy. However, every week (probably on Wednesday or Thursday) someone will send out an e-mail listing the vacancies for the next week or so. When you get this e-mail you can then log-on to *Humanity* 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 *Humanity* 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 *Humanity*.

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 of the dashboard, I see just a few photos and a lot of grey-colored “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 distance shots.

I’m getting a lot of emails and text messages from *Humanity*. How can I get these to stop?

If you haven’t done so by now, click on “Dashboard” on the top left, click on your photo (or grey torso) on the lower left, click on “Profile” and then click on “Notifications” right below the top blue bar. Then select which options you want or don’t want to be notified on. If you don’t have a smart phone or don’t want to receive any of the notification as a text message on your smart phone, just uncheck the SMS block on the right. That deactivates all those notifications. If you don’t want to receive the notifications by a confirming e-mail (which actually might be handy for you) then uncheck that block.

If you don’t want to receive any of the messages as an e-mail or text message, that show up on the “Message Wall” of your dashboard page, go to your Profile and click on “Notifications.” Select the appropriate choice in the drop-downs you see for e-mail and SMS. If you select “Never” then you won’t be getting the posts as an e-mail on your computer or as a text message on your smart phone. The messages will still show up on the “Message wall” but after a few days they automatically go away so that shouldn’t be much of a bother to you.

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 crew callers. Unless you make specific arrangements with your crew scheduler (Bruce Gustafson, Jim Vaitkunas, or Bill Arends) to have them call you, you will not be called and reminded to sign-up for shifts.

However, every week around Wednesday or Thursday one of the *Humanity* supervisors, will send out an e-mail “blast” to all CHSL and ESL operating personnel listing the vacancies for the next few days. This is done especially to highlight the vacancies for 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, one of whom is a Foreman.

Questions or comments on these instructions?

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

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