



# MINNESOTA STREETCAR MUSEUM

## Operations Department

### MSM Operating Crew

## 2026 Introduction to Humanity/ShiftPlanning

### What is *Humanity/ShiftPlanning*?

*Humanity/ShiftPlanning* (H/SP for short) is an online operating crew scheduling system that allows you sign up for CHSL and ESL shifts, see the entire weekly and monthly schedule and who might be scheduled on a shift. H/SP also shows contact information for other volunteers. It can be accessed by going to the following URL: <https://www.humanity.com/app/>

### How do I learn to use H/SP?

— The best way to see how H/SP works is to take a few minutes to view the tutorial videos produced by MSM member Chris Heck.

<https://www.youtube.com/playlist?list=PLaZHMSnN3FKE-iI-E3bAQ010tOmgj-DjV>

The tutorials make more sense if they are viewed in numerical order.

- Video 1: H/SP Account basics
- Video 2: H/SP Directory & Messaging
- Video 3: H/SP Schedules & Sign-up

**Note:** The tutorials are now outdated because the H/SP Format was changed in 2024. We plan to update the tutorials sometime in the future. However, you can still view the tutorials if you want as some of the content is still OK.

### How do I get started with H/SP?

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 H/SP, please call one of the following operations managers:

**Jim Vaitkunas** – 952-688-7255 – [jim.vaitkunas@trolleyride.org](mailto:jim.vaitkunas@trolleyride.org)

**Bruce Gustafson** – 952-220-5870 – [hoyas81@gmail.com](mailto:hoyas81@gmail.com)

### Your first trip into *Humanity/ShiftPlanning*.

- Log-on to H/SP: <https://www.humanity.com/app/>. The first screen you'll see after log-on is your dashboard. Your first task now is to set up your profile.
- Click on the grey figure in the upper right corner of your dashboard. Then click on "Settings". When you click on "Settings" you'll see most of the information in your profile.
- Now click on "Edit details." This is where you can edit or change anything in your profile.
- First thing you should do is change your user name to something less lengthy and cumbersome than the one that H/SP initially gave to you in the activation e-mail.
- Then, in "Edit details" make sure your correct phone number and e-mail address is listed. All of H/SP's notification functions rely on the e-mail address.
- Next click on "password." Here you can change your password from the temporary one given to you by the activation e-mail or by one of the H/SP Administrators. Don't forget to confirm your change by clicking on "Update Password." Go back to "Edit Details."

- You can put in a “heads & shoulders” photo into your profile by clicking the “Upload picture” button at the top of your profile information and follow the instructions.
- **IMPORTANT:** When you’re all finished updating your profile, click either of the “**Save Employee**” buttons located at the top right or lower left of “Edit Details” on your profile page.
- Click on Dashboard at the top left of the page to exit the edit section of your profile.

**What does the schedule look like.** First off, when you click on the “Shift Planning” button on the top yellow bar you will see the daily or weekly schedule. But the positions displayed in the schedule will only be those for which you can sign-up. It doesn’t show the entire crew listing for any given shift. So, we recommend that if you want to see the entire schedule go to the “LEGACY ShiftPlanning” button on the right of the four choices on the yellow bar.

Click on the “LEGACY ShiftPlanning” button on the top right and check out the schedule. “LEGACY Shift Planning” has all the crew information you’ll need including the Shift Foreman.

- Right below the calendar in the far left, you see either “My Schedule” which will display your schedule or the “Schedule Overview” to see the entire schedule for a given day, week or month. Click on “Schedule Overview.”
- Now go to the far right below the top-colored bar and you’ll see four boxes: employee view; position view; visual view; and list view. Click on the “List View” box because in this view you can see all the shifts and who has signed-up on a shift if you want to know that.
- Clicking on the button to the left will let you choose the day or week in “List View.”
- You can look at other weekly schedules by clicking on any day of any week in the calendar on the upper left.

**To sign up for a shift.** Now go back to your dashboard and click on the blue-colored box on the left that has a number inside the box and the word “shift available” below the number. Choose the shift you want to volunteer on and click the “request shift” button on the far right. That gets you on that shift. **Important**—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 also won’t be displayed.

### **What are the different positions on H/SP?**

For CHSL, there are eight positions: **CHSL Foreman**, **CHSL Operator**, **PCC Foreman**, **PCC Operator**, **CHSL Operator/Station Agent**, **CHSL Helper**, **CHSL Docent** and **CHSL Trainee**. Every new Operator at CHSL is initially assigned to the **CHSL Operator**, **CHSL Operator/Station Agent** and **CHSL Helper** positions. Those who qualify to operate No. 322 are also assigned to the **CHSL PCC Operator** position. Foremen can sign-up for any of the CHSL positions, but only qualified Foremen can sign-up for the **CHSL Foreman** position. A Trainee is assigned to H/SP 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 “Helper” positions for special events to allow volunteers to sign up for non-operating positions.

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

The 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 shown in the right column of the schedule.

H/SP administrators are the only ones who can assign you to a position.

### **What do the different colors mean on some of the H/SP schedules?**

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 size may vary.

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

If you want to look at the weekly schedule for CHSL or ESL so you can see who has signed up for a shift, click on the “LEGACY ShiftPlanning” button on the top right of your dashboard as described on the previous page.

### **How do I remove myself from a shift?**

Once you sign-up for a shift you cannot take your name off the shift. Only the H/SP 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 to cancel a shift.

- If the shift that you need to cancel is more than two weeks (15+ days) in the future, call or send an e-mail to Jim Vaitkunas or Bruce Gustafson and tell them what's going on. They'll take your name off the shift “free of charge.”
- If the shift is 14 days in the future or sooner, **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 H/SP feature to find a substitute, or you can call a fellow volunteer and ask for a swap or if they'd be willing to take your place. When you find a substitute, you need to call/e-mail a H/SP Administrator so they can make the changes on the shift in question unless H/SP 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 one of the H/SP Administrators so they can take your name off the shift in question. Do not wait until the last minute to inform one of the Administrators.

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 Shift" 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 H/SP?**

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 employee/volunteer scheduling systems are designed for businesses to schedule their workers. H/SP falls into this latter category. You'll see that when you log-on to H/SP—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 H/SP because of the good features of the system compared with the other similar systems. For example, with H/SP 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 H/SP is that it doesn't cost MSM anything to use it. All of the other systems we looked at cost anywhere from \$30 to over \$100 per month based on the number of employees, i.e., volunteers on the rolls. So, using the H/SP 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 H/SP?**

We'd really like you to try to use it, since it's easier and faster for all of us. However, for those who can't or won't use *H/SP*, there still will be crew schedulers who can either schedule you or help you to schedule yourself.

**Jim Vaitkunas** – 952-688-7255 – [jim.vaitkunas@trolleyride.org](mailto:jim.vaitkunas@trolleyride.org)

**Bruce Gustafson** – 952-220-5870 – [hoyas81@gmail.com](mailto:hoyas81@gmail.com)

### **How can I get help using H/SP?**

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 H/SP, please contact one of the H/SP Administrators. We will be glad to schedule a one-on-one session with you, either at the Isaacs carbarn 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 H/SP at any time of the day or night from the comfort of your own home and take a look yourself. The schedules will be updated constantly, certainly daily, as your fellow Operators or the H/SP Administrators 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 ten to twelve days. When you get this e-mail, you can then log-on to H/SP and fill whichever vacancy you can.

### **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 shift they want. Once someone fills a vacancy the only person who can remove that name is one of the Crew Schedulers.

### **I see that H/SP has provisions for automatic e-mail and text (SMS) 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 H/SP.

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

### **When I click on the “staff” button on the top 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 Foremen or Operators 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 of you out on the lake in your canoe.

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

If you haven’t done so by now, click on “Dashboard” on the top, click on your photo (or grey torso) on the upper right, 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 notifications 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 might be handy for you) then uncheck that block.

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

No and yes. No one will call you directly to ask you to sign-up for a shift. The purpose of H/SP is to reduce the time spent and the last-minute stress placed on the operations staff to scramble to fill shift vacancies.

However, every week around Tuesday or Wednesday one of the H/SP Administrators will send out an e-mail “blast” to all CHSL and ESL operating personnel listing the vacancies for the next 10-12 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. For CHSL minimum crew size is three persons (Foreman and 2 operators). For ESL minimum crew size is two qualified Operators, one of whom is the Foreman.

**Questions or comments on these instructions?** Send an e-mail or call Jim Vaitkunas, MSM’s Assistant Superintendent of Operations. [jim.vaitkunas@trolleyride.org](mailto:jim.vaitkunas@trolleyride.org) or 952-688-7255