

## CHAPTER IV

# Organizational Options

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In order to implement circulator service in Downers Grove, the community will have to decide which agency should operate the service and the organizational structure. This chapter presents options for the operating agency and expected staffing requirements based on the service alternatives.

### **OPERATING AGENCY**

The Village of Downers Grove currently operates the Grove Commuter Shuttle. With the capability to operate transit service and a existing service in place, the recommended operating agency is the Village. This would require additional staffing as described later in this chapter. An advantage to in-house operation is that the Village would have direct control over all operations.

An option would be for the Village to have the service operated by a contractor. This is not recommended unless all Shuttle operations are taken over under a contract. There are no advantages to having part of the service operated in-house and part operated by a contractor.

### **STAFFING REQUIREMENTS**

Additional staff will be required to operate the Grove Commuter Circulator. Administration and management responsibilities may be assumed by existing personnel. However, additional drivers and dispatch personnel will be required.

Operation of the route-deviation service will require that two full-time and two-part-time schedulers/dispatchers be hired. The dispatchers will receive requests for any deviations from the route and will dispatch those requests to the drivers. This position must be staffed during all hours of service. The same number of schedulers/dispatchers will be required for each alternative. This function could be provided through a consolidated dispatch center such as Ride DuPage.

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The number of drivers which will be required will depend on the service option which is selected. Alternative 1 has the lowest need for additional drivers. For this option, two full-time and two to four part-time drivers will be required. Alternative 4 has the largest requirement for additional drivers with a need for six full-time and eight to ten part-time drivers.

Additional maintenance personnel may be required to maintain the additional vehicles. This will depend on the current maintenance workload and the alternative which is selected.

It may be possible that some of the current part-time Shuttle drivers could move to full-time positions. This should be an option for the Village to consider as new drivers are hired.