

MICHAEL J. GIUGNO

PROFESSIONAL EXPERIENCE:

- January 2007-Present **Director of Operations**
Ensures the effective and efficient performance of the Transportation, Maintenance and Schedule and Planning Departments through the formulation, interpretation, direction and monitoring of Company policy with respect to the functions of each department. Provides guidance, direction and monitoring to the daily operations of each of the aforesaid departments. Oversees all security related matters.
- January 2004-Present **MCTS Contract Administrator-Transit Security**
Responsible for the supervision and monitoring of the security contract. Authority to make both operational and managerial decisions affecting operation of the services as specified by the security contract.
- May 1994-January 2007 **Director of Transportation**
Directed the activities of all Transportation Department personnel in the following areas: station operation, street and dispatch operations, operator training and customer service. Handled the second step of the grievance process with ATU Local 998.
- June 1990-May 1994 **Manager of Street Operations-Transportation Department**
Responsible for the supervision of daily transit operations; ensured that daily service was operated as scheduled in accordance with established Company operating policies; coordinated the operation of special event service; served as liaison with other agencies and organizations regarding transit operations.
- January 1990-June 1990 **Management Analyst-Executive Department**
Responsible for handling a wide range of tasks, projects and studies which support the goals and strategic initiatives of the organization. Participated in the development of the reorganization plan for the Transportation Department. Member of management negotiating team with ATU Local 998.
- June 1987-January 1990 **Operations Analyst-Transportation Department**
Performed duties within all areas of responsibility of the Transportation Department. Researched operating procedures; analyzed statistical data; responded in writing to public complaints; researched and prepared reports on operational matters within each division of the department.

EDUCATION:

San Diego State University, San Diego, CA, 1972,
Bachelor of Arts, English
University of Wisconsin - Milwaukee, 1975-1978, Secondary Education
Marquette University-Continuing Education, Milwaukee, 1990-1994
Managerial Courses

PROFESSIONAL AFFILIATIONS:

Past President and Member, Board of Directors, Red Bus Association
Board of Directors, Transport Employee Mutual Benefit Society
Member, Summerfest Task Force
Member, American Public Transportation Association