

CITY OF MADISON
INTER-DEPARTMENTAL
CORRESPONDENCE

DATE: March 23, 2009

TO: Personnel Board

FROM: Michael Lipski, Gail Glasser, Human Resources

SUBJECT: Crossing Guard Supervisor Classification Study

Lieutenant Dave Jugovich and Captain Richard Bach forwarded Crossing Guard Supervisors' request for review of their classification, placement of their class in Compensation Group 17 Range 13, and percent of full-time employment.

The appointment percentage of full-time employment (e.g., 50%, 75%, 80%) established by the department has been reviewed by the department.

Placement of classifications in the City's classification system are in the process of being moved from Compensation Group 17 to Compensation Group 18 based on supervisory and/or professional responsibilities.

Existing CG 17: Those clerical or paraprofessional classifications which are confidential and/or supervisory in City government that are non-represented. Proposed 17: no supervisory positions

Existing CG 18: All authorized positions whose classifications are recognized as being professional, supervisory, and/or administrative/managerial and are non-represented.

CG 19: Those non-civil service classifications which are salaried or have variable rates of pay.

The Crossing Guard Supervisor class was created in 1975 in order to provide a supervisor class outside commissioned Police Officer duties. With the Crossing Guard class it was first described as a non-civil service position with limited benefits, assigned to Compensation Group 19. Crossing Guard positions became part of Local 60 in 1982, with benefits spelled out in the Local 60 bargaining agreement; the supervisors remained in CG 19.

After study, in 1998 the positions were made regular Civil Service positions, assigned to CG 17, Range 12, with civil service benefits proportionate to the percentage of full-time appointment.

The position was studied in 2006 and upwardly reclassified to Range 13 at that time.

The current study request and additional information describe responsibility for managing high-profile media contacts and interviews with Crossing Guards, both routine at the beginning of the school year and in response to specific issues or concerns; working with individual schools and community groups on school crossing traffic safety issues; reporting to commissioned officers for issuing tickets for traffic

violations involving school crossings; preparing school-zone related warning letters for improper driving behaviors (reported to the Pedestrian-Bicycle-Motor-Vehicle Commission [PBMVC]); added duties in setup and use of the "speed trailer" and portable speed boards, coordinating placement with input from District Police Department staff and neighborhood associations; participation in planning for MSCR Safety Town and putting on the program for pre-Kindergarten families getting ready for school; participation in Safe Community Coalition "Walk Your Child To School" education campaign; attendance and participation at PBMVC meetings that include school crossing issues; changes in record keeping and internal procedures.

Incumbents in the class contend there are similarities between their work and that of Police Records Services Supervisor, Police Court Services Supervisor, and Police Property Supervisor. These positions are all in Compensation Group 18 Range 05. All have supervisory responsibilities, as do the study positions.

Crossing Guard Supervisors supervise more people, with more turnover, in a field and not office environment, with direct responsibility for managing effective performance of a safety operation. The highly responsible work is described as "supervisory work in directing and controlling the activities of school Crossing Guards." There are, however, significant differences in breadth and depth of responsibility between Crossing Guard Supervisors and cited positions. Here are some comparisons:

<i>Position</i>	<i>Number Sup</i>	<i>Program Responsibility (from class specification)</i>	<i>Knowledge, Skills Abilities; Experience Required</i>
Crossing Guard Supervisor (two positions) 17/13	55 hourly	Supervisory	Traffic & safety; public relations; hourly employee supervision; 6 mos experience
Police Records Services Supervisor 18/05	14 perm.	Supervisory & administrative	Records management, related computer systems; perm employee supervision; 2 yrs experience
Police Court Services Sup 18/05	11 perm.	Supervisory & administrative	Office management, court doc, other computer systems; perm emp supervision; 2 yrs exp
Police Property Supervisor 18/05	6 perm.	Supervisory & program administration	Computer prop tracking, inventory control systems; perm emp supervision; 1 year experience
Box Office Supervisor (two positions) 18/02	4 perm and 16 hourly	Supervisory & administrative	Computerized ticket ofc operations, methods handling money & tickets; perm and hourly emp supervision; 2 yrs exp

We find that Range 13 identified for Crossing Guard Supervisors in Compensation Group 17 is on the whole appropriate for the class. As can be seen from the table above, the positions currently in Compensation Group 18 within the police department have a higher level of responsibility, for in addition to supervising staff, the positions have administrative responsibility for managing a variety of systems within each area of programming. The Crossing Guard Supervisors do not have this element of administrative responsibility associated with their positions; their classification's principal task is to

supervise the large staff of hourly Crossing Guards.

A more relevant comparison would be the Box Office Supervisor positions located at Overture Center. These positions are in Compensation Group 18, range 2. The positions share a similarity to the Crossing Guard Supervisor in that the Box Office Supervisor is responsible for supervising a rather large hourly staff. In addition, the Box Office Supervisor supervises permanent employees, which involves having more detailed knowledge of collective-bargaining agreements and other related procedures and rules. However, in addition to the supervisory component, the Box Office Supervisor has administrative functions which distinguish it from the Crossing Guard Supervisor. The Box Office Supervisor is responsible for coordinating computerized ticket sales and processing mail and telephone ticket orders. The Box Office Supervisor also serves as an assistant to the Overture Center Ticket Office Manager, an 18-08 position. In this capacity, the Box Office Supervisor assists in administering customer service standards, policies, and procedures of the Ticket Office; develops and maintains an information system to inform staff of operational details, services, and logistics of each event and coordinates multiple activities; coordinates with others to assure successful events; and oversees the maintenance of record keeping systems necessary to track and analyze personnel activities, supplies inventory, etc. These higher-level administrative functions are not part of the Crossing Guard Supervisor classification.

Beyond supervising the Crossing Guard employees, the Crossing Guard Supervisor is responsible for troubleshooting safety issues relating to the crossing guards and has some outreach responsibility. However, whereas the Box Office Supervisor is responsible for helping develop the policies and procedures of the Ticket Office, the Crossing Guard Supervisor class specification merely reflects the enforcement of relevant rules, but has no responsibility for development of those rules. As a result, it is appropriate that the Box Office Supervisor would be in a higher classification than the Crossing Guard Supervisor.

Incumbents in the class have implemented improvements in record keeping and procedures that have enhanced processes, but the essential operations of supervision of employees have not substantially changed. They capably manage and support a highly visible group of employees in a valued community function in the established duties and responsibilities of their class.

We do recommend placement of the Crossing Guard Supervisor in Compensation Group 18 based on its supervisory responsibilities. It is our goal to place all supervisory positions in the City in Compensation Group 18, reserving Compensation Group 17 for confidential clerical and para-professional positions. However, as we do not believe further adjustment is needed to the salary range for the Crossing Guard Supervisor, we recommend placement in Compensation Group 18, range 01, which would be equivalent to the existing placement in Compensation Group 17, Range 13.

On a related note, during this study, the Crossing Guard Supervisors asked that their FTE be evaluated. The Crossing Guard Supervisors are budgeted at .8 FTE. However, it was determined that in actuality, the hours worked are more equivalent to a .85 FTE. As a result of the actual hours being worked, the positions should be reevaluated and the FTE adjusted to .85 for each employee in the classification, resulting in a total of 1.7 FTE budgeted positions.

The necessary ordinance and resolution have been prepared.

Compensation Group/Range	2009 Minimum Step 1	2009 Maximum Step 5	2009 Maximum Step 5 with Longevity
17/13	41,503	46,713	52,312
18/01	41,918	47,180	52,835

cc: Capt. Bach
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Robert Olson-Crossing Guard Supervisor