

TO: Personnel Board

FROM: Michael Lipski, Human Resources

DATE: August 20, 2012

SUBJECT: Parking Enforcement Supervisor-Police Department

At the request of the Police Chief, Noble Wray, I have studied the position (#3750-occupied by S. Niesen) and classification of Parking Enforcement Supervisor (CG18, Range 05). The classification was created and classified in 2007. Previous to 2007, the parking enforcement function was overseen by a lieutenant who had broader responsibility, and a leadworker. Since the position's creation, increased responsibility has been placed on the incumbent, warranting review of the salary range. After reviewing the position description (see attached), and conversations with Captain Richard Bach and the incumbent, I recommend that the Parking Enforcement Supervisor classification be moved to CG18, Range 08 for the reasons outlined in this memo.

As stated above, the Police Department, in 2007, created a civilian position to supervise its parking enforcement function. Prior to this, the lieutenant in charge of parking enforcement had broader responsibility for other traffic-related functions. However, the parking enforcement staff of 25+ civilian parking enforcement officers and one leadworker needed more direct oversight, leading to the creation of the civilian supervisor position. The position was initially classified in CG18, R05, where it remains today. However, as can happen with new positions, the duties and responsibilities have expanded over time, leading to the instant study.

When the position was created in 2007, the primary responsibility was supervising the parking enforcement officers and performing administrative work in support of the parking enforcement function. While the updated position description shows that supervision of staff remains approximately 30% of the incumbent's time, other responsibilities make up the majority of the work. In addition, within supervision of staff, certain duties and responsibilities have changed that make the position more complex. Over time, this position has been given delegated authority to interview and effectively recommend for hire parking enforcement officers (PEOs), especially hourly PEOs assigned to alternate side parking activities. Initially, the hiring decisions were made by the lieutenant. Making effective recommendations is indicative of a greater level of decisional authority. The position has also taken on greater responsibility for coordinating investigations of PEOs with internal affairs. Previously, all complaints were handled by the lieutenant. Finally, the shift pick process for staff, which is quite complex, and includes determining staffing levels and routes, is now delegated entirely to the supervisor, a process previously managed by the lieutenant. All these items demonstrate a greater level of authority being delegated to the Parking Enforcement Supervisor than when the position was initially created and classified.

In addition to increased responsibility for supervising staff, the Parking Enforcement Supervisor is involved in a wider variety of programs than initially intended. For instance, the Parking Enforcement Supervisor is now responsible for overseeing the ticket review process for contested tickets. The Supervisor must gather facts, review the circumstances of the ticket, and determine whether the ticket should be revoked. The Supervisor also has greater authority in

recommending changes to the parking ordinances, working with the City Attorney’s Office in determining proper interpretation of the ordinances, and working with the Finance Department and Mayor’s Office in recommending appropriate fine levels. The Supervisor is involved in a variety of external committees, including the street-use committee, the Disabled Parking Enforcement Assistance Council, and works with the Madison Metropolitan School District on developing a parking safety plan for each school. The Supervisor has responsibility for overseeing the fleet of parking enforcement vehicles and works with the Fleet Services Superintendent on recommending new vehicle purchases and maintenance, with such recommendations being incorporated into the Department budget. Finally, the Supervisor is involved in developing and evaluating Requests for Proposal regarding new technology and the City’s towing program. Most of these activities were either previously performed by the lieutenant in charge of parking, or were not performed by anyone in the department.

In reviewing the updated materials, it is apparent that the Parking Enforcement Supervisor has greater delegated authority over the entire parking enforcement program than was initially granted when the position was first created. In addition, it is responsible for a broader area of responsibility, including serving on various multi-disciplinary committees and involvement with purchasing, fleet, budgeting, and other areas. As such, it is appropriate that the position be moved to a higher salary range, commensurate with the increased level of responsibility. Three comparable classifications are the Transit Operations Supervisor, Parks General Supervisor, and Parking Operations Supervisor, all in Range 8. All of the classifications involve supervision of staff involved in activities that take place at various locations throughout the City, including hiring, training, evaluating, and assigning work. All of the classifications are involved in investigating and responding to complaints from the public. The Transit Operations Supervisor has responsibility for communicating with “...operators, supervisors, maintenance crews, 911 dispatchers, and the police and fire departments...” similar to the Parking Enforcement Supervisor working with various City departments on committees and in handling parking issues. The Parks General Supervisor provides inputs on capital and operating budgets to upper management in the Parks Division. The Parking Operations Supervisor coordinates the operational activities of the Parking Utility with various City departments, including Parking Enforcement. Because of the similarities with the other supervisors in Range 8, I recommend recreating the Parking Enforcement Supervisor classification in CG18, Range 8, and reallocating the incumbent to the new range. In light of the recommended placement in Range 8, the training and experience language for the Parking Enforcement Supervisor has been updated to be more consistent with other positions in the range. The entire updated class specification is attached. We have prepared the necessary Ordinance and Resolution to implement this recommendation.

Attachments

Compensation Group/Range	2012 Annual Minimum (Step 1)	2012 Annual Maximum (Step 5)	2012 Annual Maximum +12% longevity
18/05	\$48,343	\$56,050	\$62,764
18/08	\$53,878	\$63,935	\$71,604

cc: Police Chief Wray  
Assistant Chief Randy Gaber  
Captain Richard Bach  
Stefanie Niesen