

TO: Personnel Board
FROM: Harper Donahue, Human Resources
DATE: July 8, 2013
SUBJECT: Parking Enforcement Field Supervisor

In the 2012 Adopted Operating Budget for the City of Madison, MPD included funding to support an upgrade to one of 2 current Parking Enforcement Officer Leadworker positions (CG16/R13). This upgrade is intended to permit the ability to engage in direct supervisory responsibilities, including discipline, grievance processes and employee performance evaluations. Currently, the Parking Enforcement Supervisor (CG18/R08) is responsible for providing direct supervision to 30 full-time employees and 11 hourly employees while maintaining other administrative functions associated with the City's 24/7/365 Parking Enforcement Program. Since the 2007 creation of the Parking Enforcement Supervisor position, several key administrative functions that were previously maintained by commissioned personnel have been absorbed by the Parking Enforcement Supervisor. As a direct result of the expanded role of the Parking Enforcement Supervisor, the current structure provides very limited accessibility for field employees during afternoon/evening hours. This newly created position is expected to assist with direct supervision and employee engagement in the field during late afternoon and evening hours, as well as address minor citizen complaints, and assist the Parking Enforcement Supervisor with hiring and training needs.

Stefanie Niesen, Parking Enforcement Supervisor, along with Richard Bach, Police Captain, created a position description for the proposed position (attached). Based on a review of the position description, meetings with Ms. Niesen and Captain Bach, and reviewing other positions in the City's classification system, I recommend titling the new position "Parking Enforcement Field Supervisor" and placement of the new position in CG18, Range 05 for the reasons outlined in this memo. One of the filled Parking Enforcement Leadworker positions, #4194, will be deleted to fund the creation of the new position.

Upon review of the PD, and meeting with Ms. Niesen and Capt. Bach, the work of the new position can best be described as:

"...responsible supervisory and administrative work in the development and implementation of the Police Department's 24/7/365 Parking Enforcement program. This position will supervise Parking Enforcement Officers in the field, facilitate communication with PEOs, resolve issues relative to PEOs or the community, recommend approaches to improve identified issues, goals, or expectations, recommend and implement policies, procedures, and systems, investigate minor citizen complaints, and perform related administrative tasks. Work is performed within established guidelines and under the general supervision of the Parking Enforcement Supervisor."

Examples of duties and responsibilities include:

"Direct and supervise the work of employees engaged in diverse parking enforcement activities requiring technical knowledge of City Parking Ordinances. Assist with hiring, training, evaluating, counseling, and assigning permanent full-time Parking Enforcement Officers and hourly Alternate Side Parking Enforcement Officers. Receive, investigate, and respond to grievances. Engage in regular performance evaluation meetings with PEOs. Participate in coordinating regular beat picks for all Parking Enforcement Officers, including providing input on staffing levels, routes, and shifts. Provide direct supervision for Parking Enforcement staff including redeploying resources to increase effectiveness of operations; resolving parking concerns/questions for PEO's; and assuring quality of service is maintained. Assist with the development and training for Parking Enforcement personnel relative to City of Madison Parking Ordinances, operating

procedures, administrative requirements, radio use, and other related activities. Provide training to new PEOs. Recommend and implement changes to policy as necessary."

Because the primary focus (30%) of this position involves providing support and supervision to field employees during late-afternoon and evening hours, an appropriate title for the position/classification is "Parking Enforcement Field Supervisor." A class specification has been created outlining the duties and responsibilities of the new classification (see attached). In addition, the training and experience has been identified as:

"Three years of responsible parking enforcement experience comparable to that gained as a Parking Enforcement Officer with the City of Madison. Such experience would normally be gained following graduation from high school. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered."

In reviewing the work of the proposed classification, I find that the level of work is most comparable to other professional positions placed in CG18, Range 05. Such positions include the Public Works Foreperson (CG18/R05), Tree Trimmer Foreperson (CG18/R05), and the previous Parking Enforcement Supervisor classification (CG18/R05), prior to that position being reclassified to reflect higher level duties and responsibilities that were gradually absorbed.

The Public Works Foreperson identifies:

"...responsible supervisory work in organizing, directing, monitoring, and evaluating public works maintenance work activities. Work involves direct responsibility for subordinate crews, and maintaining effective employee relations. Work may require judgment and discretion in supervising staff and implementing assigned programs and services. Under general supervision, work may involve emergency response, and/or technical decisions not subject to immediate review."

The Tree Trimmer Foreperson identifies:

"...skilled supervisory work involving the direction of inspection, maintenance, removal, planting and general care of City trees. The work involves the scheduling, assigning and supervision of several crews. The work is performed under the general supervision of the City Forester and is characterized by independent responsibility for field supervision within an assigned area of the City."

An even more appropriate comparison is the previous Parking Enforcement Supervisor classification. When at Range 05, this classification shared many of the same duties and responsibilities as the position currently being studied. Examples of duties and responsibilities from the previous Parking Enforcement Supervisor Class Spec include:

- *Supervise parking enforcement personnel and related operations. Interview and recommend the hiring of staff. Develop training materials, train (trainers) and orient PEO's on related enforcement parameters, operating procedures, administrative requirements, radio use, etc. Create related work schedules and assignments. Make schedule/assignment modifications required to respond to unanticipated absences, etc. Provide direction, respond to questions, and clarify policies, procedures and interpretations to PEO's both from the office and in the field. Prepare related documentation and conduct daily briefings. Evaluate employees' work performance. Respond to grievances and/or disciplinary matters, as required. Facilitate communications between PEO's and citizens/other agencies.*
- *Respond to issues, concerns and public complaints on related parking enforcement issues.*

- *Perform related administrative activities to include the collection of program data; maintain attendance records, and perform related payroll functions. Provide for meeting related uniform and equipment needs, and develop and manage related budgets ... Perform related administrative activities.*
- *Maintain, record and download AutoCite data.*
- *Prepare related narrative and statistical reports, and associated analysis.*
- *Perform related work as required.*

Because of the similarity to the Parking Enforcement Supervisor Classification (prior to the August 2012 position study) in the level of work performed and other CG18/R05 positions, I recommend the creation of the Parking Enforcement Field Supervisor classification in CG18/R05. In addition, the position in the Madison Police Department's budget should be created to reflect the appropriate title and formal placement in Range 05 of CG18, and upon filling, encumbered position #4194 of Parking Enforcement Leadworker will be deleted. The intent of the Police Department is to fill the new position internally so that if the Parking Enforcement Leadworker is not selected for the position, an internal vacancy will be created for potential reassignment.

We have prepared the necessary Ordinance and Resolution to implement this recommendation.

Attachments

Compensation Group/Range	2013 Annual Minimum (Step 1)	2013 Annual Maximum (Step 5)	2013 Annual Maximum + 12% longevity
18/05	\$49,310	\$57,171	\$64,038

cc: Stefanie Niesen – Parking Enforcement Supervisor
 Richard Bach – Madison Police Captain
 Mike Lipski – HR Services Manager