

TO: Personnel Board

FROM: Emaan Abdel-Halim, Human Resources

DATE: 14 January 2016

SUBJECT: Police Records Section Manager – Madison Police Department

At the request of Police Chief, Michael Koval, and Assistant Chief, Susan Williams, I conducted a position study of the Police Records Section Manager (#4202; CG18-12) in the Police Department; currently occupied by Ms. Suzanne Fichtel. The request for this position to be reclassified is based on increased staff supervision with the transfer of the technology/IT function into this section, as well as the transfer of oversight for the Records Custodian, which is held by commissioned Police staff. In addition, while the classification was originally placed in Range 12 because that is where civilian positions considered equivalent to Captain were placed, the Police Department in recent years has requested that civilian positions be studied and classified compared to other positions in CG18 throughout the City and not just internal to the Police Department. Based on conversations with Assistant Chief Williams, the incumbent, and upon reviewing the current position description, I recommend deleting the classification of Police Records Section Manager in CG18, Range 12 and recreating it in Range 15, and then reallocating Ms. Fichtel into the recreated classification. Additionally, I recommend deleting the classification of Police Records Section Supervisor (CG 18, Range 10) as this position will not be used in the future as a progression for the Manager as a professional position in Range 15.

Ms. Fichtel began working for the City in 2009 as the Police Records Section Supervisor. This position's function was previously performed by a Police Captain and became civilianized in 2009 when Ms. Fichtel was hired. The main reason this position became civilianized was to maintain consistency and continuity given the regular rotation among the Police Captains. When this position was initially created within the City's classification system, it was placed at the comparable salary range as a Police Lieutenant in order to bring the incumbent to full performance and was supervised by a Police Captain. This Police Records Section Manager position retains oversight of four units within this section, which includes: Court Services, Records, Reporting and the IT function for Police. Through the four subordinate supervisors of these units, the Police Records Section Manager supervises (directly or indirectly) over 50 permanent staff, mostly civilian and one commissioned.

A review of the classification specification for the Police Records Section Supervisor identifies the work as:

... **responsible supervisory and administrative work** in the development and implementation of the Police Department's Records Unit. As the unit supervisor, the employee will **develop, implement, and maintain policies, procedures and systems related to the quality control of data collection, customer service, and perform related administrative duties**. The employee will hire, train, assign, direct, evaluate and discipline subordinate administrative and clerical staff for the Case Processing and Customer Service sub-sections of the Records Unit. The employee **exercises considerable judgment and discretion** in handling extremely sensitive and confidential information, and provides leadership to assigned staff. Work is performed within established guidelines and under the general supervision of the Police Records Manager. [emphasis added]

In 2010, Ms. Fichtel was reclassified to the Police Records Section Manager (CG18, R12); based on reaching full performance expectations after successfully completing probation and required

trainings, increased independent authority and direct responsibility of the public records/property program. Additionally, before this became a civilianized position, it was equivalent to that of a Police Captain and therefore placed into the City's compensation structure in range 12, consistent with other civilian positions considered to be at the Captain level. The position now reports directly to the Assistant Chief-Support.

A review of the classification specification for the Police Records Section Manager identifies the work as:

... **responsible professional, supervisory, managerial and administrative work** within the Police Department. This position is responsible for **coordinating the development, implementation and management of the Police Department Records Section** and related budgets. Under the general supervision of the Assistant Chief-Support, the employee functions as **an integral member of the Police Management Team** by providing expertise in the areas of records and property management. Work is **characterized by** the requirement for **initiative, independent judgment and discretion**. [emphasis added]

Since this position was last reclassified in 2010, several changes have occurred which warrant a review of the position through the position study process. First, in 2012 the Records Custodian role for the Police Department is no longer held by a Captain, but rather is now a Police Lieutenant. This commissioned Lieutenant reports directly to the Police Records Section Manager, and is the only commissioned staff position that reports to a civilian supervisor. Ms. Fichtel also serves as the Records Custodian in the absence of the Police Lieutenant, as needed. Also, in early 2015, the position of Executive Captain, which oversaw the technology services and internal IT functions for Police, was eliminated and replaced with a new Captain position. With this change, these technology services are now under the oversight of the Police Records Section Manager. This new area of operational supervision adds to Ms. Fichtel's responsibilities – one (1) Police IS Coordinator (IT Specialist 3; CG18, Range 10) and five (5) IT Specialists 2 (CG18, Range 8) – all of which are professional level positions. This reassignment of the IT section is an effort to maintain continuity based on the integrated nature of the data and record collections. Additionally, the Manager serves as the designee/liason as it relates to Police IT needs and services with internal agencies, as well as a consortium of various law enforcement agencies in Dane county. While the responsibility for the Property Room was removed from the Manager position at this time, the new IT unit added 1 supervisor and 5 professional level staff, while removing 1 supervisor and 5 Property Clerks. In total, the Police Records Section Manager is responsible for the supervision of five (5) professional subordinate supervisors, and indirectly their staff of up to 53 personnel.

During the course of this study, I reviewed the responsibilities and duties for the various public works Operations Managers found in CG18, Range 15 for comparison. The class spec for the Traffic Engineering (TE) Operations Manager defines the work as:

...responsible **professional and managerial work in supervising, coordinating, and implementing the programs, operations, and administration of the Traffic Engineering Division**, and coordination of Traffic Engineering Division fieldwork with Parking Utility fieldwork. Reporting to the City Traffic Engineer and Parking Manager, this position is **responsible for Field Operations Facility Management and directs all Support Services activities**. This position **supervises** employees from **high-level supervisors** and technicians to **specialized semi-skilled maintenance workers** engaged in providing public safety and other Traffic Engineering related services. This position **assists** the City Traffic Engineer and Parking Manager **in related policy development and recommends related processes and procedures**. Work is performed under the general supervision of the City Traffic Engineer and Parking Manager and is **characterized by considerable judgment and discretion** in meeting established program goals and objectives. [emphasis added]

This position is a high level manager in the Traffic Engineering Division with oversight responsibility, though three subordinate supervisors, of the Traffic, Electrical, and Communication Operations sections of the agency. The overall staff of these sections is upward of forty (40) professional, technical and administrative employees. The TE Operations Manager reports directly to the Assistant City Traffic Engineer. Operations Managers in other public works agencies have a similar level of responsibility, including within Water, Engineering, and Streets (now the Assistant Streets Superintendent), and these classifications are also in Range 15. Similarly the Police Records Section Manager has oversight of multiple functions within the section - including Court Services, Records, Reporting, and IT, and reports directly to an Assistant Chief. Positions in all these areas are located throughout the City, with many of the positions under the responsibility of the Police Records Section Manager found at the various Police Districts across the City. Additionally, all these Manager positions play integral roles in the evaluation and development of processes and procedures within the respective sections.

Due to the similarity to the Operations Manager classifications, I am therefore recommending that the classification of Police Records Section Manager be reclassified into CG 18, Range 15 within the Police Department budget, and the incumbent, Ms. Fichtel, be reallocated to the new position. The necessary resolutions to implement these recommendations have been drafted.

Editor's Note:

Compensation Group/Range	2016 Annual Minimum (Step 1)	2016 Annual Maximum (Step 5)	2016 Annual Maximum +12% longevity
18/12	\$68,938	\$83,227	\$93,214
18/15	\$79,408	\$95,610	\$107,083

cc: Chief Michael Koval – Madison Police Department
Assistant Chief Susan Williams – Madison Police Department
Mike Lipski – HR Services Manager
Suzanne Fichtel – Incumbent