

CITY OF MADISON
INTER-DEPARTMENTAL
CORRESPONDENCE

DATE: October 24, 2018
TO: Harper Donahue, Human Resources
FROM: Meagan Hatfield, Program Assistant 2, City of Madison Parking Utility
SUBJECT: Re: Reclass Recommendation

As outlined in the Personnel Rules, I, Meagan Hatfield, hereby submit the following memo appealing the Reclass Recommendation Memo dated October 8, 2018, recommending to recreate the Program Assistant 2 position (CG17, R12) to Administrative Assistant (CG 17, R 14); contending the position be placed in the originally requested compensation group 18, range 5 with the proposed title of Parking Utility Program Supervisor.

While I appreciate the time and effort human resources staff used in drafting the recommendation of Administrative Assistant. I respectfully, yet strongly, disagree with the comparisons, tasks and duties referenced in the recommendation memo. The Administrative Assistant classification does not accurately or fairly describe the work being performed, or the considerable and diverse level of knowledge required. Please see my comments below in black ink, with the recommendation memo language in blue ink.

To start, in the memo, the Police Court Services Supervisor tasks below are specifically mentioned as reasons for the classification.

“Maintain, update, and annually publish **the Department's 250+ pages Bail Schedule**, including current Madison General Ordinances, Madison Parking Violations, Wisconsin State Statutes, charging and court instructions, impound process and guidelines, and the OWVI process and guidelines.”

The statement above states the Police Court Services Supervisor position “publishes” the bail schedule, MGO, violations, etc. Earlier this year, I worked with the Division head and the City Attorney’s office to amend the MGO 12.138(8)(a)(a). I have been asked by the Division head and City Attorney’s office to assist reviewing and modifying the language throughout the MGO Chapter 12, dealing with the Residential Parking Program. My position has also drafted resolutions for City Engineering projects, as well as written

contracts for service and maintenance agreements with agencies outside of the City. I believe those examples are at least equivalent. Though, it is reasonable to believe authorizing language to be used to modify the law would be at a higher level than publishing words others have written.

“Maintain/update statute table in the department’s Records Management System.”

My position updates the Residential Parking Permit data in both Accela and Access Database. These updates are published to the public. The data is used to determine an individual’s eligibility for the parking permit program. This data is published on a case-by-case basis, which averages monthly, as opposed to once annually. I am also responsible for high-level updates of Residential Parking Permit records in Accela, as well as set processing of all ACA and non-ACA records.

Like the Police Court Services Supervisor position, my position has TIME Certification, WILENET access and Department of Justice access. However, I am also the Time Agency Coordinator (TAC) for our department, which is reasonable to assume is at a higher-level than a certified user of those systems. Acquiring TAC certification entails completing an annual training with the DOJ. TAC is responsible for ensuring all TIME, eTIME and WILENET operators under their supervision are certified by assigning the necessary trainings, and is responsible for ensuring said certifications stay current. The TAC performs audits for the CIB and DOJ, compiling, signing and submitting all the necessary paperwork, as well as acquiring signed agreements from all certified operators. The TAC is the record keeper for these and other documents provided by and required by the DOJ and CIB.

I, along with supervisors from the Traffic Engineering Division, have been tasked with determining which Parking Utility division files to retain or remove from our F: drive. This responsibility includes managing thousands of records in excess of ten years, including hundreds of users, projects, systems, databases, financial reports, and overall history.

“Review **open records requests** and determine if the records can be released by applying the balancing test and redacting if necessary. Maintain knowledge of Wisconsin Open Records Law and attend weekly meetings with other records custodians. Work with the Records Manager on the life cycle of records, e.g., storage and destruction.”

One of my duties, roles and responsibilities is as the Records Coordinator and Records Custodian for the Parking Utility Division. I have attended the relevant trainings, and coordinate with the Traffic Engineering coordinator/custodian on any open records requests. I have been responsible for safely storing both financial and public application files, some we must keep for up to seven years. Records cannot be destroyed or archived without the consent of the Records Coordinator, and I have had sole discretion of determining storage/destruction of records during both our department’s move out and back into MMB. Additionally, I am currently coordinating with the IT City Records Manager to get both Parking Utility and Traffic Engineering records archived in state

storage, rather than being housed onsite.

“Both of the above mentioned program areas require a higher level of professional responsibility requiring a bachelor’s degree and practical work experience (or equivalent), in contrast to an Administrative Assistant, which requires varied administrative and/or office management experience supplemented by college level coursework (or equivalent).”

This statement is unequivocally inaccurate. While a degree can be helpful, both positions clearly state that training and experience can be substituted for a degree.

The Class Specifications for both of these positions, Training and Experience is listed as:

“Two years of responsible experience performing directly related records service work in a law enforcement environment, supplemented by pertinent leadership responsibility. Possession of a Bachelor’s Degree in business administration, management, criminal justice, or a related field may be substituted for the experience requirement. *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.*”

And

“Two years of related administrative/records processing experience in a court services or law enforcement environment incorporating automated systems, supplemented by at least 1 year of leadership responsibility. Such experience would normally be gained after completion of a 4 year degree from an accredited college or university in the area of business administration, criminal justice, or a related field. Possession of a 2 year degree in a related field and an additional 2 years of leadwork/supervisory experience may be substituted for the 4 year degree requirement. *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.*”

Again, as stated earlier, neither position “requires a bachelor’s degree.” Additionally, I sharply object to using the possession, or lack thereof, of a degree as a means to inhibit professional growth. So long as there is no legal professional requirement regarding the scope and breadth of work, it should not be a key determining factor in acceptance or rejection of a reclass request. In fact, doing so seems to be the antithesis of the Mission and Vision statement of developing a diverse, talented and engaged workforce that ensures every individual is nurtured and enabled to reach their full potential.

The other key distinction between the Administrative Assistant position and that of the Police Court Services Supervisor is that the programmatic areas are primarily focused on internal department processes and procedures. The Police position has programmatic areas that extend beyond the Police department.

The Residential Parking Permit Program is one of the most contentious and heavily polarizing programs within the City of Madison, and extends far beyond the Parking Utility Division. For example, I have been working directly with the Police Department Parking Enforcement Supervisor regarding their new enforcement program and license plate recognition software, AIMS, and plan to integrate it with our permitting program as soon as the interfaces of the system are configured. As the overseer of the Residential Parking Permit Program, City Alders defer constituent complaints to me for resolution, so my position has reoccurring dialogue with members of the City Council, as well as Department/Division heads and the Deputy Mayor. The Parking Utility Manager, my positions direct supervisor, defers to my judgement in these cases.

Comparisons to the Water Utility Account/ Computer Specialist position (CG20, R16) have also been raised. However, the position at the Water Utility is a hybrid position with responsibility for assisting the Water Utility Finance Unit with complex accounting of accounts payable and accounts receivable, as well as specialized computer systems.

I am not certain who raised the comparison, and why? The Water Utility position is not in the CG18, R5 range. So, without additional explanation, I do not understand the relevance of this comparison at this time. That said...

I also perform accounts payable and accounts receivable for both the Parking Utility and Traffic Engineering divisions. In addition to utilizing specialized computer systems, I also develop and improve processes and systems. Examples would be the correspondence and multiple meetings with City IT to redesign and modify the outdated Accela portal, in order to make it not only more user friendly for our online Residential Parking Permit customers, but to disseminate accurate and relevant information to the public. Currently, I am working with City IT on configuring the processes and required specifications to integrate our department's software and database programs with the City's E-Z Payment site, so we may begin processing online payments for our monthly parking customers. This involves manipulating, creating and updating multiple databases, involving thousands of customer accounts, as well as utilizing financial institution platforms and navigating middleware.

Although there is overlap in certain of the responsibilities, the Water position is much more focused on higher-level paraprofessional accounting work.

My position does not perform data entry, but delegates any such tasks to my employees. That would be the opposite of a paraprofessional, which is defined as: *"a person to whom a particular aspect of a professional task is delegated but who is not licensed to practice as a fully qualified professional."*

The Water Utility position also states that their "Work is performed under the general supervision of the Accountant 4." My existing position description states that the "Work is characterized by the independence of action and necessitates considerable judgment and discretion in achieving program goals and objectives," and is not performed under the general supervision of any other position.

When I reviewed other City of Madison Administrative Assistants, I reviewed the Fire Administrative Assistant and the Fleet Services Administrative Assistant. Both positions directly report to the Department Head, function as Office Managers, provide guidance/policy interpretation to management and staff, and oversee large programs, (ie. Fire department Personnel Records Management and CARS program, respectively).

Both of the positions mentioned above are comparable to those under my position. I supervise the Traffic Engineering and Parking Utility divisions Personnel Records Manager. My position also supervises our monthly parking administrator position, which is responsible for coordinating billing with some of our City fleet vehicles for monthly parking service, and controls their access in and out of our garage facilities.

Since the retirement of the previous Department Head, (months after the initial PD was drafted), the Madison General Ordinances Sections 3.14(3)(a)2., 3.14(3)(b)2.c., 3.14(3)(c)2., 3.54(9)(b), 33.55(5), 33.56(4), and 33.56(5)(c)8 have been amended to separate that one position into two separate positions within the two different divisions. I would argue that now, I no longer spend my time assisting any one position more than another within my department. In truth, I would say that I manage the offices of both Traffic Engineering and Parking Utility, and spread my time equally between all positions housed in both divisions.

The work Ms. Hatfield performs is in line with what is expected of the Administrative Assistant classification. Because of this, I recommend the Program Assistant 2 position, occupied by Ms. Hatfield, be recreated as an Administrative Assistant position and the incumbent be reallocated to the new position.

In addition to the rebuttals stated above, there are other notable differences within the Administrative Assistant position description.

The Administrative Assistant position description states that the position, "Provide administrative support to various committees/commissions. Arrange committee meetings and prepare and distribute notices, minutes and related materials."

My position directly supervises the employee responsible for the aforementioned tasks for arguably one of the largest and most important commissions in the City – the Transportation Commission.

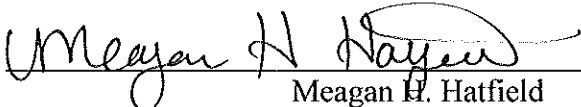
The Administrative Assistant position description also states the position, "Coordinate personnel transactions. Process necessary personnel forms and documents. Perform departmental/divisional payroll activities. Provide liaison with the payroll unit in resolving problems."

My position directly supervises the employee responsible for our departments Payroll and personnel duties, and does not perform any such duties.

Based on what I have outlined in this memo, I believe I have shown that this position is not in line with the Administrative Assistant Classification. I respectfully request the position be reclassified to the requested title of Parking Utility Program Supervisor in the compensations group 18, range 5.

Thank you for your time and consideration.

Sincerely,

 10/24/18
Meagan H. Hatfield