

CITY OF MADISON  
**INTER-DEPARTMENTAL**  
CORRESPONDENCE

DATE: February 16, 2009

TO: Personnel Board

FROM: Michael Lipski, Human Resources

SUBJECT: Traffic Operations Supervisor-Traffic Engineering

At the request of the Traffic Operations Manager, Lynn Christoph, I have conducted a study of the vacant Traffic Operations Supervisor position (pos. #1222, CG 18, Range 9). Ms. Christoph formerly held the position of Traffic Operations Supervisor until she was recently promoted to the Traffic Operations Manager. Because of the changes in the department, Ms. Christoph is taking this opportunity to redefine the Traffic Operations Supervisor position.

The current class specification for the Traffic Operations Supervisor calls for the position to supervise the support services unit of Traffic Engineering. This includes a Program Assistant 2, an Administrative Clerk 1, a Maintenance Mechanic 1, and a Storekeeper. Support services is responsible for building maintenance, landscaping, inventory, shipping, and receiving. The unit also records payroll, handles billing, and provides direct administrative and programmatic support to the Traffic Operations Manager. The position description for the Traffic Operations Supervisor indicates that 10% of the time is spent supervising this unit. In addition, the current class specification indicates that the Traffic Operations Supervisor serves as the assistant to the Traffic Operations Manager and the position description indicates that this takes about 17% of the time.

In reviewing the operations of the department, the Traffic Operations Manager concluded that it would be more efficient if the supervision of the support services unit was handled by the Manager instead of the Supervisor. The clerical positions provide direct support to the Manager and until recently, this was the responsibility of the Manager. In fact, while the duties were shifted to the Traffic Operations Supervisor position when that position was reclassified from a range 7 to a range 9 two years ago, the duties were never removed from the Manager class spec. Upon review, the Manager is the most appropriate position to supervise this unit.

In addition, the Manager has determined that it is not necessary to have the Supervisor spend 17% of the time serving as an assistant. Rather, the Manager is going to retain responsibility for representing Traffic Engineering at various Board and Staff team meetings, and meetings with architects, consultants, engineers, alders, and others regarding building and shop maintenance projects. The Manager will also serve as the emergency contact for the traffic engineering facility and oversee the building alarm system and coordinate with the 911 center. The Supervisor will still assist the Manager by serving as a contact with the City Traffic Engineer, Assistant City Traffic Engineer, and other engineers and consultants on major signing and marking projects. Also, the Supervisor will receive, review and respond to public complaints regarding signing and marking. The Supervisor will investigate and take necessary action to correct problems. As a result of this shift in the duties and responsibilities, the Traffic Operations Supervisor only needs 5% of the time to serve as assistant. The time that has been added to the Traffic Operations Supervisor day will be spent directing and supervising the daily operations of the Sign and

Pavement Marking Section. The time for this was formerly 40% but this will now be 65% of the Traffic Operations Supervisor's time. The class specification for the Traffic Operations Supervisor (see attached) has been updated to reflect these changes.

In making these changes, higher-level duties and responsibilities have been shifted from the Traffic Operations Supervisor classification. First, the Supervisor is now responsible for supervising less employees, an entire unit. Second, serving as the assistant to a Range 15 position has been reduced, including high-level responsibilities for sitting on boards and meeting with the public on Traffic Engineering building and shop maintenance projects. However, the Supervisor retains some high-level responsibility for serving as the assistant, including the responsibility for serving as a contact with various engineers and consultants on major signing and marking projects and serving as the main contact for public complaints and concerns regarding signing and marking.

Because of these changes, I am recommending that this position be reduced one range to a Range 8. This would be comparable to the Parking Operations Supervisor, which is also part of the Traffic Engineering/Parking Department. The Parking Operations Supervisor has more staff reporting to that position, but there are also two lower-level supervisors (Parking Maintenance Supervisor and Parking Revenue Supervisor, both CG 18, Range 6) which report to the Parking Operations Supervisor that handle much of the day-to-day supervision of that division. In addition, there are 3.8 Parking Revenue Leadworkers to assist the Parking Revenue Supervisor. The Traffic Operations Supervisor has direct supervisory responsibility over its entire unit with assistance from 2 leadworkers. The Parking Operations Supervisor has similar responsibility for supervising staff, coordinating Parking Division operational activities with other departments and divisions, and establishing the goals, objectives and operating procedures for the Parking Utility Field Operations unit. These are all duties found within the Traffic Operations Supervisor classification.

The Housing Maintenance Supervisor in range 8 also shares similar duties and responsibilities. The Housing Maintenance Supervisor, in addition to supervising a maintenance staff, is responsible for receiving and resolving employee and customer complaints. The Housing Maintenance Supervisor also has responsibility for effectively working with City and CDA staff, including Housing Managers, Housing Grants Administrator, public housing residents and other agencies to maintain working relations and communications. This is similar to the Traffic Operations Supervisor responsibility to resolve customer complaints and to coordinate work projects with other City departments, outside agencies, contractors, consultants, and vendors, higher-level work not found in positions at a lower range. The Recreation Services Supervisor in Parks also has similar responsibility for coordinating inter-agency communications relevant to recreation service program considerations (e.g., with Dane County, State agencies, other City departments, etc.), and responsibility for responding to complaints.

Because the Traffic Operations Supervisor was formerly a range 7 position, I looked at other similar positions in range 7 to determine whether this was an appropriate placement, but found that the range 7 positions lacked the higher-level duties described above. For instance, there is a Forestry Operations Supervisor in range 7, sharing the same title of operations supervisor. However, the Forestry position, while serving as the City Forester in his/her absence, does not have ongoing responsibility for serving as the assistant to the City Forester. Furthermore, the City Forester does not have any responsibility for coordinating work with other City agencies or external customers. Similarly, the City Channel Production Supervisor and the Cemetery Manager, both in range 7, fail to have assigned responsibility for serving as

a liaison with other City agencies and external customers. So while all these positions have a general responsibility for supervising a staff, the Traffic Operations Supervisor is assigned additional higher-level duties and responsibilities that would make placement in range 7 inappropriate.

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

Editor's Note:

Compensation Group/Range	2009 Annual Minimum (Step 1)	2009 Annual Maximum (Step 5)	2009 Annual Maximum +12% longevity
18/08	\$52,309	\$62,073	\$69,524
18/09	\$54,417	\$65,158	\$72,982

cc: David Dryer-City Traffic Engineer and Parking Manager  
Lynn Christoph-Traffic Operations Manager