



Human Resources Department
Harper Donahue, IV, Human Resources Director

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Date: March 18, 2022

To: Karin Daane, Water Utility Dispatcher

From: Harper Donahue, IV, Human Resources Director

Re: Appeal of Job Study Recommendation (Water Utility Dispatcher)

Thank you for your diligence in sending your appeal materials to me on January 14, 2022, and your patience in waiting for my long overdue response. In accordance with City Personnel Rules, I have completed a review of your appeal, the original study, and the previous recommendation that your current position is appropriately placed in CG16 at Range 10. After reviewing the duties you perform as a WU Dispatcher, as detailed in the position description that was submitted in your study request, the class specification that was created in 2017, and the information that was provided during the appeal process, I have determined that the study performed by Tameaka Bryant resulted in an accurate recommendation for your work and therefore the decision is upheld.

In the 2017 Dispatcher Class Spec, the work of a Dispatcher is described as:

... responsible for work in radio dispatch and other communication between the Water Utility and other City staff, citizens, and contractors; coordinating response to reports of distribution system problems; using and maintaining system and work records; answering questions; and referring problems to supervisors or other staff. Under the general supervision of a Public Works General Supervisor, this position also maintains and updates distribution system records (e.g., hydrant, valve, and water service line records); creates work orders; initiates and updates ditch repair records; establishes priorities; and uses judgment to solve problems and transmit assignments.

In reviewing your appeal materials, I felt the work described in your memo was adequately addressed in Ms. Bryant's initial memo and recommendation that your position was properly placed in CG16/R10. When reviewing your appeal materials, "Supervisory responsibility/Autonomy/Decisional Impact" are noted; however, it has been confirmed that you are not currently supervising any employees at this time. Regarding the scheduling of work for technical staff, it should be noted that similar responsibilities fall within the duties of Customer Service Rep 2 (CG 20/11) in the Meter Shop, which also schedules technical staff. In addition, Faster work was mentioned but later confirmed that the related work in Faster that is comparable to the Fleet Maintenance Program Administrator (CG15/R11) is done by a WU Auto Mechanic (CG16/R13). Further, it should be noted that Water Utility does not have the breadth of unique vehicles that Fleet is responsible for maintaining.

Additionally, the Waterworks Operator 2 (CG16/R17) classification was mentioned as a comparable position. Please note that the class spec for the Waterworks Operator 2 is described as:

This is journey-level and leadership work functioning as the Madison Water Utility's certified operator-in-

charge to monitor and control the water supply, transmission and storage systems through a supervisory control and data acquisition (SCADA) system to ensure proper, secure operation. The work is characterized by the application of technical judgment, the broader application of technical expertise and proficiency in the operational and procedural aspects of the work. Positions in this class are responsible for the safe and efficient operation and control of the City's water supply. Work is performed under the general supervision of the Water Supply Manager.

Beyond the duty you described:

Operate Utility's communications center during off hours, weekends, holidays, and as needed. Receive calls from 911 and the general public related to main leaks, service leaks, hydrant problems, frozen pipes, other water supply problems, sewer backups, flooding, road hazards, etc. Dispatch personnel. Call in staff for overtime to respond to calls. Communicate with On-Call Manager. Process emergency locate requests from Diggers Hotline. Maintain telephone and radio communications with field employees, security forces and others.

It should be noted that the responsibilities of the Waterworks Operator 2 also include:

- *Function as the Madison Water Utility's operator-in-charge (as defined by the State of Wisconsin). Monitor and control the water supply, transmission and storage systems through a supervisory control and data acquisition, SCADA system. Monitor for overflow, pH levels, filtration and back wash cycles, VOC filtration, iron and manganese levels, acid settings, and chemical weight monitoring (chlorine, fluosilicic acid, and sulfuric acid). Analyze and act appropriately to control treatment, flow and storage through various transmission and distribution facilities and take other actions as required.*
- *Operate all equipment related to the management of residuals generated from all treatment processes in order to meet production requirements and drinking water quality standards. Determine the level of fluoride from samples taken from the various stations using calibrated equipment. Report the results of the water testing. Inform the Water Supply Manager if the chemical levels are outside of predetermined parameters. Compute chemical doses and adjust chemical feeders.*
- *Make decisions that involve the quality and quantity of water treated and delivered. Detect and correct any problems. Acknowledge and respond to alarms; take corrective action as required. Respond effectively to unscheduled shut downs of any of the Utility's facilities.*
- *Oversee the operations of all security procedures. Using various computer programs, monitor door access at various Water Utility properties. Monitor video to ensure no one is improperly accessing facilities. Access doors remotely for appropriate personnel. Monitor property for other non-Water Utility entities, including other City agencies and jurisdictions.*
- *Record and report functions such as daily logs of system operations, laboratory test results, maintenance work performed and unusual operating conditions. Perform calculations such as pumpage, efficiency ratios, etc. Work with computers to maintain database files and reports. Generate work orders. Make periodic inspections and prepare appropriate reports as required. Write memos and create graphs and charts based on the data.*
- *Under general supervision, provide lead direction, training and work review for Water Supply staff.*

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- *Assist in the oversight of the administrative aspects of operating facilities and the water supply system. Complete monthly reports, time sheets, inventory records and work orders. Call in staff as necessary to assure adequate coverage of shifts. Coordinate review and update of standard operating procedures. Take regular inventories of chemicals and other supplies used during the operation of facilities. Order operating supplies and chemicals.*
- *Serve as in-house hands on experts on water supply systems operations. Serve on in-house teams to conduct studies and analyses. Prepare reports and recommendations designed to optimize operations.*

In closing, I want to emphasize this determination is not a measure of performance or a lack of respect for the important work performed. I appreciate your thoughtful appeal regarding the study of your position as well as the time you took to read our report and express your concerns. While we may not agree on the appropriate classification and salary range for your position, I want to emphasize that this in no way diminishes the quality of the work you perform for the City and the Water Utility. If you disagree with this decision, the Personnel Rules allow you to appear before the Personnel Board. The Board may choose to uphold the decision or send the matter back for further study, with instruction on what needs to be looked at further. Please let Emaan Abdel-Halim know if you intend to appear so she can prepare the agenda for the Personnel Board meeting in May of 2022.

CC: Krishna Kumar, Water Utility General Manager
Tom Rosemeyer, Water Utility General Supervisor
Tameaka Bryant, HR Analyst
Emaan Abdel-Halim, HR Services Manager