

February 2, 2022

HR Director Harper Donahue,

This letter serves as the official request for further review of the results of the Dispatcher (currently CG16 R10) position study dated January 21, 2022. I appreciate the time and energy already spent on the study however there are certain aspects that may have been overlooked. I am certain after further review you would assign this position in the higher range CG16 R15.

The aspects that were overlooked are:

Speaking to the Water Utility Computer Mapping/GIS Coordinator Pete Braselton regarding Cityworks and the Water Utility Maintenance Supervisor Doug Vanhorn regarding faster

Specialized knowledge and Training

Supervisory responsibility/Autonomy/ Decisional Impact

Mental demands of the position

Compensation compared to relevant labor market

Comparison between the Operations Clerk (CG16 R10) and Dispatcher are dramatically different in responsibilities with decisional impact

The reasoning based on each of these are as follows:

### **Specialized Knowledge and Training**

The Dispatcher position scope of duties has been added to over the last couple of years. No duties were exchanged these are additional to the original position description. These new duties include scheduling safety training and maintaining those records, being involved in Emergency Response Standard Operating Procedures, being the administrator for Faster system, and being a power user for Cityworks. Cityworks was brought on to replace our old work order system but with the new system what was expected from me dramatically increased. Before I was responsible for generating work orders. With the new system I generate work orders, close work orders, train, and a point of contact for all questions and issues, generate reports, build searches, among others. As a Dispatcher I am expected to have specialize knowledge in a broad aspect of areas of distribution. Examples of this include:

Being a GIS software (Cityworks) power user with administrative-user permissions. I am a point of contact for Water Utility employees who are having problems or questions with the software. I have administrative user permissions so I can make changes in the system. I also coach/train

others including the Operators who are a range 17. I was involved in the whole process of Cityworks being built from the ground up to customize to MWU. I attended every training and meeting. I am also responsible for continuing education. For further review please contact Pete Braselton (Computer Mapping/GIS Coordinator) for my involvement and responsibilities within the Cityworks program.

Being a fleet software (Faster) expert with administrative-user permissions, oversee technical assistance and training, and being responsible for keeping the system up to date and dealing with any crashes/software issues. I am responsible for entering all vehicle and equipment (saws, shoring boxes, plows etc) information into the system, generating all work orders, researching and adding component specifications for major components in the system for both chassis and body including make, model, and serial number. Water Utility has about 160 assets in the system to maintain which is significantly smaller than Fleet but they also have more people working with the system. In water it is just myself and one mechanic. I was involved in the whole process of Faster being built from the ground up to customize to MWU. I attended every training and meeting. I am also responsible for continuing education. For further review please contact Doug Vanhorn (Maintenance Supervisor) for my involvement and responsibilities within the Faster Program.

Being a Diggers Hotline Pro Portal expert. Knowledge of how to submit this information is essential. If the wrong location is described the results could be disastrous. MWU Operators who are a range 17 still have to call into DHL and have them create the ticket. I am allowed to generate and submit the ticket automatically. This required attending a training class, passing the test and also having an extensive probationary period where your requests must be without errors for a minimum of 30 requests.

Being an Accella user. Knowledge of submitting street opening permits thru Accella for every excavation completed by Water Utility. This requires knowledge of the proper traffic control plan, creating maps to attach, ditch dimensions, location specifications and Diggers Hotline requests to submit a permit.

Dispatcher must have vast knowledge of the Water Utility infrastructure. This information is crucial in deciding how to prioritize all calls especially emergencies such as water main breaks, frozen services, and flooding homes from busted pipes.

### **Supervisory Responsibility/ Autonomy/ Decisional Impact**

The Dispatcher prioritizes all calls and dispatches them accordingly. I have autonomy with scheduling. Whether it be something as routine as coordinating and scheduling our troubleshooting trucks or as

critical as handling hundreds of frozen services. Making command decisions is routine. The decisional impact of this could be extreme such as injuries, damages to other utilities infrastructure, homes flooding, homes being without water, property damage, and thousands of gallons of wasted water.

### **Mental Demands of the Position**

The Dispatcher is a critical position at the Water Utility. It is the hub of information. It is not a position that can be vacant. If a day off is needed someone has to sit in at this position. It is very fast paced and unpredictable. You could have all lines ringing about a main break, while still trying to dispatch crews, take radio calls, call diggers hotline, create work orders, generate permits, and schedule vehicle repairs all at the same time. You have to have the mental clarity to prioritize and be well organized to make sure everything gets completed. Being a power user/administrator and point of contact for Cityworks and Faster means on top of all those duties I am answering questions, teaching, fixing, or training in these systems. I am expected to have sound judgement so I can make decisions when supervisors aren't available. Additional new responsibilities include schedule safety training and maintaining those records and being involved in Emergency Response Standard Operating Procedures.

### **Compensation compared to relevant labor market**

The Dispatcher is a very unique position. The position does have some comparisons to the Streets Operations Clerk CG16 R10 but is dramatically different in responsibilities with decisional impact as noted above. It also has comparisons to the Waterworks Operator 2 CG16 R17, and the Fleet Maintenance Program Administrator CG15 R11 (which is equivalent to CG16 R15).

The class specification for the Waterworks Operator 2 indicates the position performs:

*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.*

The class specification for the Fleet Maintenance Program Administrator indicates the position performs:

*Set up and manage Master Equipment Files in a computerized Maintenance System. Assign asset numbers, setup, and remove equipment in system. Research vehicle and fluid specifications and maintenance intervals for chassis and body. Research and add billing information cost, PO number and life of chassis and body. Research & add component specifications for major components in the system for both chassis and body including make, model, and serial number of all major components. Research & add warranty information to the system for chassis, body, and major components. Create individual*

*asset file with invoice, certificate of origin, registration, warranty information and vehicle specifications. Remove/archive file upon retirement/sale of asset.*

The Dispatcher has a critical role in Madison Water Utility's Asset Management Program and Emergency Response Standard Operating Procedures. The Dispatcher also coordinates and maintains records of safety and other required training for all Madison Water Utility employees.

The Dispatcher position has constant contact with distribution staff maintaining infrastructure system. Field employees do not have the technology or time to enter work orders. Water Utility's Fleet Services does not have extra personnel to take on this additional responsibility. Providing the software, time, and training to water utility field staff would not be cost effective. The Dispatcher position has a high level of responsibility, leadership, and independent judgement that is not reflected in the current classification. For these reasons this position should be reclassified and compensated appropriately.

Thank you for your time and consideration.

Karin Daane