TO: Finance Committee

FROM: Julie Trimbell, Human Resources

DATE: December 19, 2018

SUBJECT: Records Unit, Police

At the request of Police Chief Michael Koval, I have studied the 1.0 FTE position (#4116) of Police Records Services Supervisor (CG18, Range 5), currently vacant, and the 1.0 FTE position (#4199) of Administrative Clerk 1 (CG20, Range 9), currently occupied by David Barbian. Due to the vacant position, the Police Department has taken the opportunity to evaluate the needs of the Records Section as a whole to determine the most effective structure and positions for efficiency of services.   Based on meetings with Ms. Sue Fichtel (Police Records Section Manager), and reviews of the position descriptions and other positions/classifications within the City, I recommend the following actions for the reasons outline below:

- Recreate position #4199 as a Program Assistant 1 in CG20, Range 11.
- Recreate position #4116 as a Program Assistant 3 in CG17, Range 13.
- Delete the classification of Police Records Services Supervisor in CG18, Range 5.

As the Program Assistant 1 and Program Assistant 3 classifications already exists in the City's classification scheme, recreation of these two positions within the Police operating budget may be authorized directly by the Finance Committee, according to Mayoral APM 2-4.

The Madison Police Department has five work units within their Records Section (see attached current organizational chart). The Police Records Services Supervisor, position #4116, which has been vacant since November 1, 2018, supervises the Records Unit, including two Administrative Clerk positions (#4199 and #2581) leading 13 Clerk Typist positions. Admin Clerk position #4199 oversees 9 Clerk Typists, three of whom perform customer service work and six of whom support the public records process. Admin Clerk position #2581 oversees 4 Clerk Typists who review police reports and work closely with the Police Report Typist unit. This vacancy has provided an opportunity for the Records Section to re-structure its work units and staff to address deficiencies and optimize services.

The Police Department processes over 25,000 public records requests a year.   There are currently two full-time positions (one Police Records Custodian in CG18, Range 10, and one Program Assistant 1 in CG20, Range 11) in the Public Records Unit dedicated to reviewing and fulfilling these requests. State law requires fulfillment of these requests within a reasonable period of time (generally defined as 10 days); however with the current staffing level it has not been possible to meet this requirement in many cases. The Police Department is in need of an additional Program Assistant 1 to support this work unit. As funds are not available to add a new position, the Department is requesting a reclassification of position #4199, Administrative Clerk 1, to a Program Assistant 1. The reclassed position would move to the Public Records Unit

to help address the increased demand for services, assist the Department in complying with State law requirements, and have the same responsibilities as the other Program Assistant 1. The work involves reviewing, analyzing and responding public records requests submitted to the Police Department. It requires exercising considerable judgment and discretion in the interpretation and application of department policies and procedures, along with the Wisconsin Public Records law. The reclassed position would no longer serve as a leadworker over staff. Because this position would include high-level responsibilities and work of a similar nature to that of the Program Assistant 1 in the work unit, the classification of Program Assistant 1 is appropriate for this position.

The current incumbent would underfill this position until an internal recruitment in the Police Department occurs. The nine Clerk Typists currently aligned under this position would split into two separate and different work units. Three positions would move into the Court Services Unit under the Police Court Services Supervisor (CG18, Range 5) and perform license and permit renewals, and crash report validations and submissons, similar to the work they currently perform. The other six would move into the Public Records Unit under the recreated Police Records Services Supervisor position as outlined below.

In order to offset the increased costs of recreating position #4199 to a Program Assistant 1, the Police Department has restructured the duties and responsibilities associated with position #4116, the Police Records Service Supervisor. A review of the proposed Position Description and duties shows it would:

- Report to the Police Records Custodian in the Public Records Unit.
- Spend 30% of time supervising six Clerk Typists who pull public records and prepare them for review and release (which aligns with the work being performed in this unit), and who are responsible for background checks, fingerprint services, certified letters, and other customer service related records functions.
- Spend 25% of time managing and coordinating the Customer Service functions.
- Spend 40% of time working with Public Records, including records retention and destruction responsibilities.

The position would no longer:
- Manage one of the five work units within the Records Section.
- Have responsibility for Case Processing functions and staff, which equated to 25% of the previous workload.
- Supervise the three Clerk Typists moving to the Court Services Unit.
- Have National Crime Information Center (NCIC), FBI or Department of Justice reporting or auditing responsibilities.
- Require Advanced TIME Certification.
- Attend Management and Support-level meetings in the absence of the Police Records Section Manager.

Due to the changes in responsibilities and new organizational structure, the recommended classification for this position is Program Assistant 3 (CG17, Range 13). The Program Assistant 3 class specification defines:

> *…highly responsible advanced-level programmatic administrative support work in a department, division, or other independent program unit. Employees in this class typically function as office managers responsible for the coordination of all clerical and administrative support including the supervision of large clerical support staffs (5-8 employees), as well as serving as assistant/secretary to the program head. The work requires the exercise of considerable judgment and discretion in the performance, coordination, and/or supervision of a wide variety of administrative support and special activities relating to the unit's programs and functions. The work involves developing operating policies, systems, and procedures; performing and/or overseeing the performance of all administrative support functions; and being responsible for a number of specific program components and/or special projects on an on-going basis. The work at this level requires specialized and/or in-depth program knowledge, independent decision-making and justification, and responsibility for specific policy and procedure development and communication. (NOTE: Substantial specialized program responsibilities, which occupy a significant amount of a position's time, may be substituted for another major function such as supervision of a large staff.) Employees in this class work under the general supervision of the department, division, or program head.*

The position will perform many of the same Public Records responsibilities as the Program Assistant 1 in the Public Records Unit, but will also supervise a large clerical support staff. In reviewing and evaluating public records requests, the incumbent will exercise considerable judgment and discretion in handling extremely sensitive and confidential information, which requires an in-depth knowledge of Wisconsin Public Records law. The position will also be responsible for records retention and destruction responsibilities. Work responsibilities will also include: addressing issues and finding solutions for records needs within the records management system and related departmental systems and applications; overseeing, developing and implementing processes for public records requests, and background checks, fingerprint services, clearance letters, certified letters, and other applicable customer service functions; and reviewing any records security issues, such as access to records, release by staff, errors, etc. These higher-level responsibilities align with the Program Assistant 3 classification.

The reclass of these two positions and related movement of staff would dissolve the Records Unit (see attached proposed organization chart). The second Administrative Clerk 1 position, #2581, and the four Clerk Typist positions from the Case Processing sub-section would move into the Police Report Typist (PRT) Unit, under the Police Report Supervisor, as their duties align better with the report process workflow that originates with the Police Report Typists. We recognize that the Public Records Custodian will be taking on a significantly larger staff, so the question exists as to whether it requires a reclassification of this position. However, at this time, the position is currently classified in CG18, R10, and it would have a subordinate supervisor to manage much of that staff (the recreated Program Assistant 3). The overall work of the unit remains the same, in terms of processing records requests. Because we have other supervisors who oversee larger staff in lower ranges within CG18 (including public works supervisors in CG18, R8 who supervise large groups of field staff) leads us to conclude that the

Public Records Custodian remains appropriately classified in CG18, R10. Police also recognizes that this does result in changes to the Police Report and Court Services Units, and after this change has been in place for six months, in accordance with the City of Madison Personnel Rules, these work units will likely be reviewed and studied to ensure positions are appropriately classified.

Therefore, I am recommending recreation of the 1.0 FTE position #4199 from Administrative Clerk 1 to Program Assistant 1 (CG 20-11), recreation of the 1.0 FTE position #4116 from Police Records Services Supervisor to Program Assistant 3 (CG17-13), and deletion of the Police Records Services Supervisor classification (CG18-5) within the Police Department operating budget.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2019 Annual Minimum (Step 1)	2019 Annual Maximum (Step 5)	2019 Annual Maximum +12% longevity
20/9	$45,663	$51,341	$57,502
20/11	$48,443	$54,225	$60,732
17/13	$51,215	$57,645	$64,563
18/5	$57,345	$66,487	$74,465

cc: Michael Koval – Police Chief
      Sue Fichtel – Police Records Section Manager
      Greg Leifer – Employee and Labor Relations Manager