



Department of Employee Relations

Tom Barrett

Mayor

Maria Monteagudo

Director

Michael Brady

Employee Benefits Director

Troy M. Hamblin

Labor Negotiator

May 18, 2007

To the Honorable
The Committee on Finance and Personnel
Common Council
City of Milwaukee

Dear Committee Members:

Re: Common Council File Number 070183

The following classification and pay level were approved by the Board of Fire and Police Commissioners on May 17, 2007:

In the Police Department, 15 new positions were classified as Police Services Assistant, Pay Range 498.

The job evaluation report covering the above position, including the necessary Salary and Positions Ordinance amendments, is attached.

Sincerely,

Maria Monteagudo
Employee Relations Director

MM:fcw

Attachments: Job Evaluation Report
Fiscal Note

c: Mark Nicolini, Marianne Walsh, Troy Hamblin, Betty Schraith, Joe Alvarado, David Heard, Chief Nannette Hegerty, Assistant Chief Joseph Whiten, Valarie Williams, Ronnette Nelson, John Balcerzak (MPA), John Whitman (ALEASP)

JOB EVALUATION REPORT

Fire and Police Commission Meeting Date: May 17, 2007
 Department: Police Incumbents: None

Present	Request
Title: New Job Classification Salary: Not applicable	Title: Police Services Assistant Salary: Not Stated
Recommendation: Title: Police Services Assistant Salary: Pay Range 498 (\$33,134 - \$38,786)	
Rationale: Police Services Assistant will perform a variety of law enforcement-related duties not requiring the enforcement authority of a Police Officer. The recommended entry rate of \$15.93 per hour (\$33,134 annually) is designed to provide a potential promotional opportunity for applicants from within City employment as well as the community at large. The proposed maximum of \$38,786 appears appropriate when compared with other law enforcement support positions.	

Action Required:

In the Salary Ordinance, create new Pay Range 498 with the following biweekly rates of pay:

Pay Range 498

Official Rate-Biweekly

\$1,274.40 \$1,315.18 \$1,357.27 \$1,400.70 \$1,445.52 \$1,491.78

Police Services Assistant

In the Positions Ordinance, under Police Department, Operations Decision Unit, Assigned As Needed Within Decision Unit, delete 15 positions of "Community Services Specialist" and add 15 positions of "Police Services Assistant".

Background:

In January of 2006, a task force entitled the Community Service Staffing Task Force was established in accord with the provisions of Common Council file 050956 to "investigate the means and methods that would led to community service staffing for public safety needs as well as to

provide funds for the implementation of new staffing models for responding to Milwaukee residents' call for service directed to the police department." (Legislative Reference Bureau, *Final Report of the Community Service Staffing Task Force, June 2006*)

The Task Force was composed of Alderman Terry Witkowski, chairman, commanders from the Milwaukee Police Department, community representatives, and a representative from the City Attorney's Office. As part of its work, the Task Force created a job description for the proposed job classification of Police Services Assistant. This description was reviewed by a staff person from Employee Relations assigned to the Task Force and then forwarded to the Chief of Police for her review.

In November of 2006 the Mayor and Common Council approved a budget that included 15 new positions of "Community Services Specialist". The purpose of this report is to recommend an appropriate job title and rate of pay for this new proposed job classification by examining the duties and responsibilities of the position, requirements for the job, and current pay structure for law enforcement-related positions in the Police Department.

Duties, Responsibilities, and Job Requirements

The concept of the Police Services Assistant is that of a civilian employee trained in the basic concepts and techniques of law enforcement, who performs a variety of law enforcement-related duties not requiring the enforcement authority of a sworn Police Officer. As stated in the aforementioned report submitted by the Legislative Reference Bureau, Police Services Assistants have been used by municipalities for about 40 years.

Depending upon the particular municipality, these employees respond to non-emergency calls for service; provide traffic and parking control; collect and preserve evidence and property; prepare routine reports such as those involving lost and found property, shoplifting, and missing persons; investigate traffic incidents; and perform other related duties. The primary return on investment for hiring, training, and equipping Police Services Assistant is thought to be a more effective use of Police Officers who are more available to concentrate on higher priority calls and high risk situations, an increased visibility of law enforcement in the community, and improved response time to calls for service.

The job description for Police Services Assistant developed for the Milwaukee Police Department indicates that employees in this proposed job classification will perform the following duties under the direction of a Sergeant in the Patrol Bureau:

- Respond to non-emergency police calls as deemed appropriate by the Chief of Police
- Assist Community Liaison Officers with investigations of nuisance properties
- Direct traffic as required and assisting with accident clean-up
- Testify in Court and providing depositions as required.
- Conduct follow-up work on missing persons and file appropriate documentation
- Take and file complaints from individuals at Police stations
- Book prisoners

Other duties may include:

- Serving as a training officer for new Police Services Assistant
- Responding to Police Department call-outs in cases of emergencies, severe weather, and natural disasters

- Delivering reports and other documents to persons and locations

It should be noted that the duties and responsibilities of this job classification are expected to change and evolve during the next one to two years as the Police Department integrates these new employees and this new model of public safety into its existing operations.

Job Requirements and the Knowledge, Skill, Abilities, and Competencies Required

Minimum requirements for the job of Police Services Assistant include being 21 years of age at the time of application; good physical condition; having a high school diploma or G.E.D; possessing a valid Wisconsin Driver's license; and two years of successful job experience in public safety, a law enforcement support position, customer service, community relations or other closely related area. It is anticipated that the Police Department will provide a good deal of training to the individuals selected for these positions, a significant amount of which may mirror the training received by Police Officer recruits.

Some of the most important knowledge, skills, abilities and competencies required for Police Services Assistants are: the ability to learn the applicable laws, ordinances, practices, and policies governing law enforcement; the ability to maturely deal with conflict and individuals who may be distraught; the ability to be take decisive action, as appropriate; the ability to respond appropriately to unusual and emergency situations; the ability to use standard office hardware and software, the ability to meet the public tactfully and courteously; and the ability to interface with members of the public in a calm and professional manner. As proposed in the job description, candidates who are accepted for training as Police Services Assistants will be required to pass a thorough background check, drug screening test, and a test of job-related physical abilities.

Analysis

In recommending a rate of pay for Police Services Assistant, we considered the following factors:

- The amount of responsibility that will be exercised by this new job classification in relation to other law enforcement-related positions in the Milwaukee Police Department, including Police Telecommunicator, Police Dispatcher, and Police Services Specialist-Investigator.
- Job requirements
- The City's compensation philosophy and ability to pay.

In analyzing the job classification proposed for the City of Milwaukee, job descriptions from some 15 different municipalities were examined. These job descriptions indicated that the job title Police Services Assistant is the standard job title used for these jobs. Although some pay information was gathered from other municipalities, no rates of pay for comparable jobs in comparable cities in the Midwest were available.

The following table shows duties and responsibilities, minimum requirements, and associated pay for law enforcement support positions in the Milwaukee Police Department. To enhance comparison these same items are first listed for the proposed Police Services Assistant. Job classifications are listed in ascending order according to the maximum rate of pay associated with each pay range. The maximum rate of pay is used as a basis of comparison because all employees will eventually attain that rate.

Proposed Police Services Assistant

Job Classification	Duties and Responsibilities	Minimum (Entry-level) Qualifications	PR	Min	Max
Police Services Assistant	<p>Responds to non-emergency calls. Takes and files complaints from individuals at Police stations. Conducts follow-up work on missing persons. Assists Community Liaison Officers with investigations of nuisance properties. Testifies in Court and provides depositions. Performs traffic-related work as required.</p> <p><i>Source: job analysis conducted in May of 2006; job description from May, 2006.</i></p>	<p>21 years of age at the time of application, good physical condition, a high school diploma or G.E.D. a valid Wisconsin Driver's license.</p> <p><i>Source: job analysis conducted in May of 2006; job description from May, 2006.</i></p>			

Rates of Pay for Law Enforcement Support Job Classifications

All jobs except Parking Checker are located in the Milwaukee Police Department.

Job Classification	Duties and Responsibilities	Minimum (Entry-level) Qualifications	PR	Min	Max
Police Aide	<p>Answering incoming phone calls; handling the radio console; typing reports and other documents; filing and recording forms and documents; handling special projects</p> <p><i>Sources: Police Aide pamphlet, 02/07; job description, 5/10/04.</i></p>	<p>Between 17 and 19. GPA of 2.0 at time of application. Good moral character. Physical ability.</p> <p><i>Source: job description, 5/10/04.</i></p>	480	\$21,230	\$29,332
Police Services Specialist	<p>A variety of administrative and support duties that free law enforcement personnel to perform professional law enforcement work. <i>Source: Rpt to Fire and Police Commission 06/29/06</i></p>		939	\$28,059	\$29,494
Police Telecommunicator (Seasonal)	<p>Assumed to be the same as Police Telecommunicator below</p>	<p>Same as full-time regular Police Telecommunicator listed below.</p>	928	\$25,459	\$31,574

Job Classification	Duties and Responsibilities	Minimum (Entry-level) Qualifications	PR	Min	Max
Police Telecommunicator	<p>Receive, process, and record incoming calls for Police service and refer callers to other agencies as necessary.</p> <p>A 3-week training program is provided by the MPD. <i>Source: job posting June, 2000.</i></p>	<p>Age 18, strong oral communication, interpersonal, and telephone skills, including the ability to speak clearly and intelligibly. Ability to listen with a high degree of accuracy. Ability to enter information into a database. Ability to type 30 wpm. <i>Source: job posting June, 2000.</i></p>	425	\$31,905	\$35,296
Parking Checker	<p>Enforces all parking and abandoned vehicle regulations, including towing; performs traffic control as needed.</p> <p><i>Source: job description 11/27/2000</i></p>	<p>Valid DL, good driving record. HS diploma; Ability to interpret and enforce parking rules. Ability to communicate with public. Computer keyboarding. <i>Source: job description 11/27/2000</i></p>	490	\$29,592	\$35,831
Police Services Specialist-Investigator	<p>Conduct background investigations for Police Officer recruits and civilian Police Department employees.</p> <p><i>Source: Rpt to Fire and Police Commission 06/29/06</i></p>	<p>Law enforcement officer, retired or resigned, with experience in an investigative or supervisory position. Valid DL. Good communication skills. Ability to prepare accurate reports. <i>Source: Rpt to Fire and Police Commission 06/29/06</i></p>	465	\$38,002	\$44,658
Police Dispatcher	<p>Receive requests for Police service, determine their relative significance, and assign an appropriate level of resources. Monitor and control the response of Police personnel to calls for service. Operate the computer-aided dispatch system and enhanced 911 systems. Receive and process emergency and non-emergency calls for service received through the enhanced 911 system. Monitor the status of units out of service and take appropriate action. <i>Source: job description, 7/29/99i</i></p>	<p>18 years of age. 3 years of experience in high intensity communications work, performed in-person on the telephone that includes receiving or resolving complaints or substantial responsibility for giving and receiving information OR 1 year as a Police Telecommunicator. Ability to type 30 wpm. Thorough knowledge of the geography of the City and metropolitan area. <i>Source: job description, 7/29/99</i></p>	478	35,491	\$47,360

Considering the duties and responsibilities of related law enforcement support positions listed in the above table and their levels of responsibility, the job analysis indicates that the proposed job classification of Police Services Assistant exercises more responsibility than a Parking Checker and about the same responsibility as employees who conduct background investigations for Police recruits and civilians in the Police Department who are called Police Service Specialists-Investigators. Importantly, however, the qualifications of Police Services Specialists-Investigators are higher than that for Police Services Assistant job because Police Services Specialists-Investigators are required to have previous investigative experience as a law enforcement officer.

If responsibility exercised and knowledge and skill are weighted equally, it appears that it would be appropriate to place the proposed job classification of Police Services Assistant somewhere between the rates of pay associated with Parking Checker and Police Services Specialist-Investigator and construct a new pay range for this job classification.

Pay information obtained from Milwaukee County indicates that civilian Correction Officers I are paid \$33,617 to \$39,839 annually (2006 rates). Only certain Correction Officers who are trained and certified in firearms use them on the job for specific duties such during the transport of prisoners. These Correction Officers do not otherwise carry firearms.

In constructing a pay range for Police Services Assistant, the first step of the range should reflect a rate of pay that would provide an incentive for well qualified individuals to apply for the job. It is likely that applicants will be located in the Police Department in jobs such as Police Telecommunicator, Police Dispatcher, and office support jobs. In addition, it is assumed that applicants for the job will be recruited from other City departments and the community at large.

Considering the City's current pay structure, the fact that some applicants for these jobs will likely come from within the Police Department our professional judgment regarding a rate of pay that would likely attract the caliber of individual required to perform this work, it seems appropriate that a beginning rate of pay would be about \$16.00 per hour.

The third step of the Parking Checker pay range, which is \$15.93 per hour, was consequently used as the first step in a new pay range for Police Services Assistant. Additional pay steps were then calculated by applying a 3.2% increase to each pay step, ending at six pay steps. The following table shows proposed rates of pay for Police Services Assistant. Please note that official rates of pay are biweekly and that all other rates of pay indicated are very close approximations.

Proposed Rates of Pay for Police Services Assistant

New Pay Range 498

	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Hourly	\$15.93	\$16.44	\$16.97	\$17.51	\$18.07	\$18.65
Biweekly	\$1,274.40	\$1,315.18	\$1,357.27	\$1,400.70	\$1,445.52	\$1,491.78
Monthly	\$2,761.20	\$2,849.56	\$2,940.74	\$3,034.85	\$3,131.96	\$3,232.19
Annually	\$33,134.40	\$34,194.70	\$35,288.93	\$36,418.18	\$37,583.56	\$38,786.23

This new pay range will provide a potential promotional opportunity for Parking Checkers, Police Telecommunicators, District Clerks and others. This range is also consistent with civilian correction officers employed by Milwaukee County. The following table indicates where the Police

Services Assistant would be placed in the job classification/salary hierarchy of law enforcement support positions.

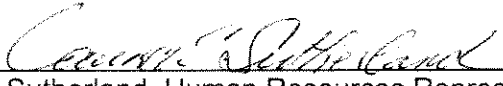
**Proposed Rates of Pay for Police Services Assistant
In Comparison with Other Law Enforcement Support Positions in the City Service**

Title	PR	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Police Services Specialist	939	\$13.49	\$13.83	\$14.18					
Police Telecommunicator	425	\$15.34	\$15.71	\$16.04	\$16.41	\$16.97			
Parking Checker	490	\$14.23	\$15.58	\$15.93	\$16.29	\$16.69	\$17.23		
Police Services Assistant	498	\$15.93	\$16.44	\$16.97	\$17.51	\$18.07	\$18.65		
Police Services Specialist-Investigator	465	\$18.27	\$19.09	\$19.85	\$20.64	\$21.47			
Police Dispatcher	478	\$17.06	\$17.49	\$18.27	\$19.09	\$19.95	\$21.07	\$21.92	\$22.77

Recommendation:

Based upon the forgoing description and analysis, it is recommended that the job classification of Police Services Assistant be established in new Pay Range 498 with the following biweekly rates of pay:

Biweekly \$1,274.40 \$1,315.18 \$1,357.27 \$1,400.70 \$1,445.52 \$1,491.78

Prepared by: 
Laura Sutherland, Human Resources Representative

Reviewed by: 
Maria Montegudo, Employee Relations Director