

CITY OF MILWAUKEE
DEPARTMENT OF EMPLOYEE RELATIONS



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

From: Maria Monteagudo
Employee Relations Director
Department of Employee Relations
City of Milwaukee

Date: October 23, 2018

Re: Common Council File No. 181059

Dear Committee Members:

Dan Thomas, Administrative Services Director, has requested a classification study for the title of Communications Assistant IV within the Department of Public Works – Operations Division – Parking Fund. In performing this study, discussions were held with Thomas Woznick, Parking Services Manager, and Richard Dollhopf, Parking Enforcement Manager.

On March 7th of this year, Parking Services implemented a new “Contest Citation Online” feature which has allowed individuals to appeal their parking tickets on the City’s website rather than having to schedule an in-person appeal over the phone. This resource has helped to reduce the amount of time and effort needed by individuals to utilize the appeal process. However, it has also increased the workload of the Parking Citation Review Manager. Prior to the implementation of this new system, roughly 69 parking citations were appealed each day. The department is now receiving 91 new appeals daily and currently has more than 4,500 awaiting review.

Due to this surge in appeals, the Parking Citation Review Manager is unable to keep up with the amount of work. Assistance is needed in order to address the current backlog and process the high volume of appeals. To remedy this situation, the department wishes to assign Communications Assistant IV employees to assist with reviewing citations.

The department wishes to have a special rate for when a Communications Assistant IV is assigned to review citations. These duties include:

- Review, research, and investigate online appeals in the order they were received.
- Locate and review meter transactions and night parking permissions.
- Query, sort, and interpret data related to vehicle information.
- Communicate and collaborate with other departments such as the meter and sign shops.
- Determine if citation(s) should stand or be dismissed.
- Close the appeal by selecting the correct reason code.

There are currently five positions of Communications Assistant IV and they serve as lead workers overseeing the day-to-day operations and staff of the Parking Information Desk. Their responsibilities include assisting with the towing of vehicles, dispatching Parking Enforcement Officers, handling constituent complaints, and assisting in the training of new employees. Communications Assistant IV employees are required to have strong computer skills and the ability to use proprietary software

programs. Individuals in this title have extensive knowledge of parking regulations and are often tasked with the administration of some of the more complex circumstances that arise.

All five incumbents will have the same opportunity to enhance their skills and be eligible to receive additional pay. There will be a predetermined, rotating schedule in which one day per week one Communications Assistant IV will spend a day performing citation review functions. This will occur on a day during the week in which the Parking Information Desk is fully staffed so that shifting the focus of one Communications Assistant IV staff member will pose less of an impact.

The goal of this change is to have the backlog of appeals completed by the first quarter of 2019 and to provide continuous review for more complex appeals going forward. This process will provide better customer service to those who appeal a citation online and will also shorten the timeframe in which revenues may be generated.

We therefore recommend a footnote be created for the title of Communications Assistant IV in Pay Range PR 6JN (\$39,611 - \$44,546) that would allow for a 5% increase when assigned citation review functions.

Action Required – Effective Pay Period 23, 2018 (November 4, 2018)

In the Salary Ordinance

Under Pay Range 6JN:

Add a (4) designation to the title of “Communications Assistant IV (1)” and create the following footnote:

COMMUNICATIONS ASSISTANT IV (1) (4)

(4) To receive an additional 5% when assigned citation review functions.

Respectfully submitted,



Maria Monteagudo
Employee Relations Director



City of Milwaukee Fiscal Impact Statement

A

Date 10/25/18 **File Number** 181059
Subject Recommendation submitted to the Finance and Personnel Committee for October 31, 2018 meeting.

B

Submitted By (Name/Title/Dept./Ext.) Sarah Trotter, Human Resources Representative
Dept. of Employee Relations/X2398.

C

- This File**
- Increases or decreases previously authorized expenditures.
 - Suspends expenditure authority.
 - Increases or decreases city services.
 - Authorizes a department to administer a program affecting the city's fiscal liability.
 - Increases or decreases revenue.
 - Requests an amendment to the salary or positions ordinance.
 - Authorizes borrowing and related debt service.
 - Authorizes contingent borrowing (authority only).
 - Authorizes the expenditure of funds not authorized in adopted City Budget.

D

- This Note** Was requested by committee chair.

E

- Charge To**
- | | |
|--|---|
| <input checked="" type="checkbox"/> Department Account | <input type="checkbox"/> Contingent Fund |
| <input type="checkbox"/> Capital Projects Fund | <input type="checkbox"/> Special Purpose Accounts |
| <input type="checkbox"/> Debt Service | <input type="checkbox"/> Grant & Aid Accounts |
| <input type="checkbox"/> Other (Specify) _____ | |

F

Assumptions used in arriving at fiscal estimate.

G

Purpose	Specify Type/Use	Expenditure	Revenue
Salaries/Wages		See attached spreadsheet.	
Supplies/Materials			
Equipment			
Services			
Other			
TOTALS			

H

For expenditures and revenues which will occur on an annual basis over several years check the appropriate box below and then list each item and dollar amount separately.

1-3 Years 3-5 Years

1-3 Years 3-5 Years

1-3 Years 3-5 Years

I

List any costs not included in Sections E and F above.

J

Additional information.

**Department of Employee Relations
Fiscal Note Spreadsheet**

Finance and Personnel Committee Meeting of October 31, 2018

NEW COSTS FOR 2018										
No.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
2	DPW-Operations-Parking	Communications Asst IV	6JN	Communications Assistant IV + 5% Footnote	6JN	\$45,831	\$48,122	\$141	\$29	\$170
1	DPW-Operations-Parking	Communications Asst IV	6JN	Communications Assistant IV + 5% Footnote	6JN	\$44,706	\$46,941	\$69	\$14	\$83
1	DPW-Operations-Parking	Communications Asst IV	6JN	Communications Assistant IV + 5% Footnote	6JN	\$43,847	\$46,040	\$67	\$14	\$81
1	DPW-Operations-Parking	Communications Asst IV	6JN	Communications Assistant IV + 5% Footnote	6JN	\$39,611	\$41,592	\$61	\$12	\$73
5								\$338	\$69	\$407

Assume effective date is Pay Period 23, 2018 (November 4, 2018).
Assume 5% increase for one day a week (20%).

NEW COSTS FOR FULL YEAR										
No.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total Rollup+ Sal
2	DPW-Operations-Parking	Communications Asst IV	6JN	Communications Assistant IV + 5% Footnote	6JN	\$45,831	\$48,122	\$916	\$187	\$1,104
1	DPW-Operations-Parking	Communications Asst IV	6JN	Communications Assistant IV + 5% Footnote	6JN	\$44,706	\$46,941	\$447	\$91	\$538
1	DPW-Operations-Parking	Communications Asst IV	6JN	Communications Assistant IV + 5% Footnote	6JN	\$43,847	\$46,040	\$439	\$90	\$528
1	DPW-Operations-Parking	Communications Asst IV	6JN	Communications Assistant IV + 5% Footnote	6JN	\$39,611	\$41,592	\$396	\$81	\$477
5								\$2,198	\$450	\$2,648

Totals may not be to the exact dollar due to rounding.