



Department of Employee Relations

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Job Evaluation Report

City Service Commission Meeting: January 10, 2023

DPW – Transportation Fund-Parking Operations and Maintenance

DPW - Parking Enforcement/Information Desk

Current	Recommended
Lead Parking Enforcement Officer PR 5EN (\$42,137 - \$48,611) (Four Positions)	Lead Parking Enforcement Officer PR 5JN (\$48,998 - \$59,453) FN: Recruitment is at \$50,631 (Four Positions)
Parking Enforcement Officer PR 5CN (\$35,444 - \$42,331) (58 Positions) (Four Aux)	Parking Enforcement Officer PR 5IN (\$48,220 - \$56,878) (58 Positions) (Four Aux)

Note: Residents receive a rate that is 3% higher.

Background

The Department of Public Works has requested a market study of the Parking Enforcement Officers and the Lead Parking Enforcement Officers within DPW's Parking Operations Division. Job descriptions were analyzed and discussions were held with Danielle Rodriguez, Operations Division Director and Makisha Porter, Human Resources Representative.

The department has had difficulty recruiting and retaining employees for the Parking Enforcement Officer and Lead Parking Enforcement Officer positions. They currently have a vacancy rate of 29.03% in Parking Enforcement Officers. In 2022, DER began posting the Parking Enforcement Officer recruitments on a continuous basis. Four recruitments have been posted in 2022 resulting in a cumulative total of 47 qualified applicants and a hire rate of 29.78%.

Recruitment	Qualified Applicants	Hired
4/12/2022	11	6
07/27/2022	21	8
09/26/2022	6	0
11/07/2022	9	5

Duties and Responsibilities – Parking Enforcement Officer

The Parking Enforcement Officer enforces all parking and abandoned vehicle regulations, while providing accurate, parking-related information and customer service to the public. This position patrols assigned areas by vehicle or on foot to ensure compliance with existing parking ordinances; create patrol strategies of assigned areas to maximize safety and efficiency using the Global Positioning System or

other locational systems. The Parking Enforcement Officer provides accurate and efficient customer service related to customer and aldermanic parking complaints. This position responds to subpoenas and may be called to testify in court relative to contested traffic violations. Duties and responsibilities include:

- 55% Enforce parking regulations through coaching, citation issuance, relocating/overseeing the towing of vehicles related to citizen/aldermanic complaints identifying illegally parked and abandoned vehicles.
- 15% Accurately enter vehicle and location data. Create associated electronic notes and digital photographs for all citations, warnings, vehicle tows and vehicle relocations.
- 5% Use License Plate Recognition System (LPR) or other assigned means to identify illegally parked and scoff law vehicles.
- 5% Create patrol strategies to maximize safety and efficiency to exceptions areas, assigned routes, and complaint requests using GPS or other assigned locational systems.
- 5% Identifying stolen autos and reporting to MPD either by phone or electronically.
- 5% Meter hooding and hood removal, identify/report defects and make requested repairs to parking meters. Placing parking signage for special events.
- 5% Provide accurate parking information to citizens.
- 1% Respond to subpoenas, schedule time for testimonials and testify in court using assigned electronic calendars.
- 1% Provide assistance with emergencies by requesting medical attention if needed.
- 1% Create electronic and written incident reports.
- 1% Complete and communicate written documentation, report law violations (to non-emergency number).
- 1% Perform other duties from time to time as directed by supervisors, including traffic control at accident or incident scenes only when directed by supervisors.

Minimum qualifications include a six months of full-time work experience performing front-line customer service and/or data entry in a setting that serves the public, a valid driver's license at the time of application, throughout the selection process, and throughout employment; and a good driving record at the time of application, throughout the selection process and throughout employment is required.

Duties and Responsibilities – Lead Parking Enforcement Officer

Under the direction of a Parking Enforcement Supervisor, the Lead Parking Enforcement Officer is responsible to assist in the supervision of the Parking Enforcement Staff and conduct all duties of the Parking Enforcement Officer. Duties and responsibilities include:

- 45% Direct Parking Enforcement Officer and to enforce parking regulations through coaching, citation issuance, relocating/overseeing the towing of vehicles related to citizen/aldermanic complaints, identifying illegally parked and abandoned vehicles.
- 10% Accurately enter vehicle and location data. Create associated electronic notes and digital photographs for all citations, warnings, vehicle tows and vehicle relocations.
- 10% Assist in the training of staff.
- 5% Use License Plate Recognition System (LPR) or other assigned means to identify illegally parked and scoff law vehicles.
- 5% Create patrol strategies to maximize safety and efficiency to exceptions areas, assigned routes, and complaint requests using GPS or other assigned locational systems.
- 5% Identifying stolen autos and reporting to MPD either by phone or electronically.
- 5% Oversee and conduct meter hooding and hood removal, identify/report defects and make requested repairs to parking meters. Placing parking signage for special events.

- 5% Provide accurate parking information to citizens.
- 5% Schedule, make assignments, conduct informational roll calls, and monitor staff.
- 1% Provide assistance with emergencies by requesting medical attention if needed.
- 1% Respond to subpoenas, schedule time for testimonials and testify in court using assigned electronic calendars.
- 1% Complete and communicate written documentation, report law violations (to non-emergency number)
- 1% Create electronic and written incident reports.
- 1% Complete other assignments relating to efficient operations of department.

Analysis and Recommendation

The analysis and recommendation process included a review of the duties of the positions' duties and responsibilities. Market data was sourced from the Bureau of Labor Statistics that compared the cost of labor statewide.

Parking Enforcement Positions			
Title	Location	PR	Rates
Parking Enforcement Worker	Bureau of Labor Statistics*		\$46,590 - \$59,280
Parking Enforcement Worker	Chicago, IL		\$50,160 - \$63,800
Parking Enforcement Worker	Cincinnati, OH		\$50,620 - \$63,730
Parking Enforcement Officer	DPW - Operations	5CN	\$35,444 - \$42,331
Lead Parking Enforcement Officer	DPW - Operations	5EN	\$42,137 - \$48,611

*Rates based on the median and 75th percentile from the Bureau of Labor Statistics – Wisconsin – May 2021.

Based on the analysis of the duties, responsibilities, and requirements of the Parking Enforcement Officer position and a comparison to the market rate, we recommend this position be put in Pay Range 5IN (\$48,220 - \$56,878). Subsequently, we recommend that the Lead Parking Enforcement Officer be put in Pay Range 5JN (\$48,998 - \$59,453) with a recruitment rate of \$50,631. This pay range represents a 5% increase over the rates of pay for the Parking Enforcement Officer.

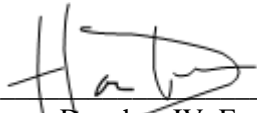
Further reports will address the rates of pay for other titles in the Transportation Fund.

Action Required – Effective Pay Period 03, 2023 (January 22, 2023)

* See addendum included in CCFN: 221152 for Salary and Position Ordinance changes.

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